**Jo Palmer**

100 Main Street, Cityplace, CA, 91019 | | C: (555) 322-7337 example-email@example.com

**Summary**

Outgoing server with great customer service and food handling skills. Good dedication and a very quick learner. Works well in busy atmospheres and under stress. Experience in handling money.

**Highlights**

* Works well under pressure
* Reliable, punctual and committed to customer service
* Highly responsible and reliable
* Upbeat, outgoing and positive
* Strong customer relationship builder
* Ability to handle fast-paced environment
* Willing to work under pressure
* Proven leadership skills

**Experience**

Crew Trainer May 2008 to Aug 2013

McDonalds － Wisconsin Rapids, Wisconsin

* Up-sold additional menu items, beverages and desserts to increase restaurant profits.
* Took necessary steps to meet customer needs and effectively resolve food or service issues.
* Recorded customer orders and repeated them back in a clear, understandable manner.
* Promptly reported complaints to a member of the management team.
* Correctly received orders, processed payments and responded appropriately to guest concerns.
* Served fresh, hot food with a smile in a timely manner.
* Resolved guest complaints promptly and professionally.
* Trained new crew on the skills needed to succeed at work.

**Education**

EMT-B certification, EMT-B Midstate Technical College － Wisconsin Rapids , Wisconsin, USA