

# Jo Palmer

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## 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