



WILLIAM PEREZ

Cafe Associate

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PROFESSIONAL SUMMARY

Enthusiastic Cafe Associate with two years of experience in providing excellent customer service in busy settings. Skilled in food and beverage preparation, cash handling, and creating a welcoming atmosphere. Eager to leverage my communication skills and teamwork to enhance customer satisfaction and contribute to a positive cafe environment.

WORK EXPERIENCE

Cafe Associate

Quantum Solutions LLC

📅 Mar / 2024-Ongoing

📍 Phoenix, AZ

1. Welcomed customers with a friendly demeanor, ensuring a positive first impression.
2. Accurately processed customer orders and payments using Point of Sale systems.
3. Provided detailed descriptions of menu items to enhance customer experience.
4. Trained and mentored new staff on customer service protocols.
5. Maintained high standards of cleanliness and organization in the cafe.
6. Handled customer inquiries and resolved issues promptly.
7. Collaborated with team members to optimize workflow during peak hours.

Cafe Associate

Lakeside Apparel Co

📅 Mar / 2023-Mar / 2024

📍 Chicago, IL

1. Executed food preparations, including sandwiches and beverages, ensuring quality and presentation.
2. Responsible for opening and closing duties of the cafe, including cash drawer management.
3. Regularly stocked supplies and maintained cleanliness in dining and food prep areas.
4. Provided exceptional customer service while taking cake orders and managing special requests.

EDUCATION

Associate of Arts in Culinary Arts

Culinary Institute of America

📅 Mar / 2022-Mar / 2023

📍 Santa Monica, CA

Focused on food preparation, service excellence, and kitchen management.

SKILLS

Catering Support

Daily Cleaning Tasks

Workplace Safety

Cultural Sensitivity

Food Safety Practices

INTERESTS

🔧 Woodworking

🔭 Star Gazing

★ Theatre

🏗 Architecture

STRENGTHS

😊 Politeness

🚩 Determination

🚀 Ambition

✅ Dedication

LANGUAGES



English



Japanese



German

ACHIEVEMENTS

★ Achieved a 95% customer satisfaction rating over 6 months.

★ Recognized as Employee of the Month for outstanding service.