ROBERT SMITH

Hourly Manager/Advisor

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SUMMARY

Seeking a challenging career that utilizes skills in area of competence, enriches my knowledge, and gives a chance to be part of a team that contributes towards the growth of the organization thereby; yielding the benefits of job satisfaction and convenient professional growth.

CORE COMPETENCIES

Excellent Customer Service Skills, People Skills, Money Handling.

PROFESSIONAL EXPERIENCE

Hourly Manager/Advisor

ABC Corporation - September 1999 – August 2007

Key Deliverables:

- Installed and removed department cash register and audit register receipts.
- Maintained a close personal contact with several guests who had become permanent customers.
- Supervised and coordinated activities to workers in my area.
- Interviewed job applicants and evaluated work performance to recommend to hiring, retention, promotion, and dismissal of workers.
- Advised upper management on sales and loss, implemented plans to keep shrink at a low and profitability up.
- Maintained a clean well staffed department providing excellent customer service.
- Assigned tasks to workers, scheduled breaks and lunches, vacations, and work hours.

Hourly Manager

Boston Market - 1995 – 1999

Key Deliverables:

- Check quality of deliveries Ensure that all employees follow the company standards Maintain high standards of safety and cash handling.
- Resolving any customer questions , problems, or concerns.
- I am proud to say I worked my way up to the top.
- Went from a server to a manager in a year.
- Ive exceeded goals and passed a lot of our operational Assessments quarterly.
- Skills Used Love to serve Think big and bold Hold accountability Showing integrity no matter what happens during our hectic work days.
- Most of staying focused and positive..

EDUCATION

- Crisis Ministry - May 2012(Kaplan University - Trenton, NJ)

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