

# OLIVIA SMITH

## Ice Cream Server

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### PROFESSIONAL SUMMARY

Dedicated Ice Cream Server with 7 years of experience in providing exceptional customer service, efficiently handling cash transactions, and creating delightful ice cream treats. Passionate about enhancing customer experiences and fostering a friendly atmosphere.

### WORK EXPERIENCE

**Ice Cream Server** 📅 Dec / 2020-Ongoing  
**Pineapple Enterprises** 📍 Santa Monica, CA

- 1. Washed dishes, served ice cream, operated the cash register, and participated in nightly clean-up to maintain a hygienic environment.
- 2. Utilized strong interpersonal skills to engage with customers and enhance their experience.
- 3. Provided excellent customer service while efficiently restocking supplies and managing inventory.
- 4. Scooped and prepared a variety of homemade ice cream flavors, ensuring quality and presentation.
- 5. Created shakes and sundaes, maintaining cleanliness and organization in the serving area.
- 6. Memorized menu items and prices, accurately handling cash and providing change to customers.
- 7. Responsible for opening and closing duties, ensuring the store was ready for business each day.

**Ice Cream Server** 📅 Dec / 2017-Dec / 2020  
**Silver Lake Enterprises** 📍 Seattle, WA

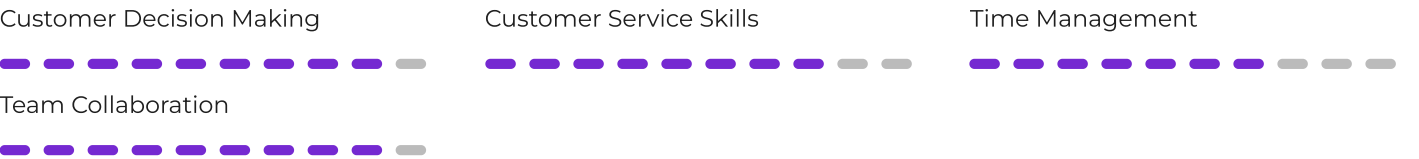
- 1. Greeted customers warmly, creating a welcoming atmosphere for all visitors.
- 2. Served ice cream and prepared custom orders based on customer preferences.
- 3. Assisted in the kitchen, preparing food items and maintaining cleanliness.
- 4. Enjoyed interacting with customers, building rapport and encouraging repeat visits.
- 5. Collaborated with team members to ensure efficient service during peak hours.
- 6. Developed strong communication skills through daily customer interactions.
- 7. Participated in team meetings to improve service strategies and customer satisfaction.

### EDUCATION

**Associate of Arts in Culinary Arts** 📅 Dec / 2014-Dec / 2017  
**Culinary Institute of America** 📍 Denver, CO

Studied culinary techniques with a focus on dessert preparation and customer service.

### SKILLS



### ACHIEVEMENTS

- ★ Increased customer satisfaction ratings by 20% through attentive service.
- ★ Consistently achieved sales targets, boosting revenue by 15% annually.