

# Robert Smith

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## Key Hourly Manager

### SUMMARY

Solid customer service skills, and enjoy working with people. Proficient with most computer applications, and studying for more advanced certificates. As a former soldier I learned discipline, how to self motivate, and how to follow instructions. I have experience in leadership roles, and always strive to set the example for others.

### SKILLS

Property Management, Customer Service, Excel, Microsoft Office: Word, Microsoft Powerpoint, Communication, Public Speaking.

### WORK EXPERIENCE

#### Key Hourly Manager

ABC Corporation - May 2002 - June 2008

- Filled in and assisted employees during shifts to maximize workflow.
- Verified and balanced receipts of servers to ensure compliance with company directives.
- Maintained the shift financial balance documents, during and after shifts.
- Delivered the bank deposits, as necessary.
- Inventory and requested purchase orders of the controlled alcohol in compliance of the State/Federal regulations.
- Certified in the food safety course Serv-safe, and required to maintain that certification.
- Opened and trained 4 Stores in the local area.

#### Key Hourly Manager

Delta Corporation - 2000 - 2002

- Work status - Responsible for filling products and making sure theyre always full Responsible for cleaning Responsible for knowing register and .
- responsibilities to include money handling, scheduling, food preparation, guest relations, other various hospitality roles.
- Conducted daily pre-shift and weekly departmental meetings to ensure organizational efficiency.
- Efficiently resolved problems or concerns to the satisfaction of all involved parties.
- Continually monitored restaurant and took appropriate action to ensure food quality and service standards were consistently met.
- Motivated employees to reach goals through incentives Coached employees on effective ways to become more skilled at customer service Ensured the .
- Responsible for training new hires in company policies and procedures.

### EDUCATION

GED