

JORDAN JEAN-PIERRE

(945) 273-9658 • babyjordan2005@gmail.com

Summary

Detail-oriented individual with proven experience in the food service industry, possessing very strong customer service. Eager to learn new concepts, consistently leading and handling challenges in fast-paced environments. Dedicated to providing exceptional service for all guests.

Work Experience

Cashier

April 2023 - January 2024

Burger King, Royse City, TX

- Leader in closing restaurant procedures, ensuring the restaurant was properly prepared at the end of each shift.
- Respectfully took guests orders, ensuring accuracy and speedy delivery of food.
- Provided kind and attentive service, creating a positive experience for all guests.
- Handled customer complaints and resolved issues in a professional manner.

Server

January 2024 - April 2024

Omni Hotels, Dallas, TX

- Began as a dining room assistant, preparing guests orders and presenting them.
- Successfully managed a high volume of customers during busy periods, consistently providing excellent service while maintaining composure under pressure.
- Promoted to server position after 2 months, kindly taking orders from guests and ensuring top notch service and a positive dining experience.
- Received positive feedback from customers for providing exceptional service.

Dining Room Assistant

May 2024 – Present

Buffalo Wild Wings, Rockwall, TX

- Very customer-focused DRA with experience in fast-paced restaurant environments.
- Skilled in maintaining cleanliness and organizing dining spaces for a seamless dining experience.
- Experienced in assisting guests and addressing their needs to ensure high satisfaction.
- Committed to providing excellent customer service and contributing to a vibrant, welcoming atmosphere.

References

- Daniel Khanifar (Co-Worker) Omni Hotels: (469)-463-2305
- James Blair (Co-Worker) Omni Hotels: (945)-217-2895

Education

Associates in Applied Sciences

August 2023 - Present

Richland College, Dallas, TX

- Currently pursuing Associates Degree.
- Major in Physical Therapy.

Skills

- Proficient in various Point of Sale (POS) systems, including Aloha and Toast.
- Experienced in accurate cash handling procedures, including balancing registers and processing various payment methods.
- Knowledgeable in table management, optimizing seating arrangements and maximizing table turnover.
- Effectively communicated with diverse clientele, adapting communication style to individual needs and preferences.
- Proactively resolved customer issues, demonstrating problem-solving skills and exceeding customer expectations.
- Demonstrated exceptional time management skills, prioritizing tasks and managing multiple responsibilities simultaneously in fast-paced environments.
- Consistently displayed strong customer service skills, creating a welcoming and positive dining experience.
- Successfully managed conflict resolution situations, maintaining composure and professionalism while addressing customer concerns.