



GISELLE WALKER

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Summary

I am a hardworking and reliable employee with extensive background in providing excellent customer service in any job I have, good communication skills and great leadership capabilities. My coworkers / managers have described me as highly organized, proactive and punctual. I work well within a team setting and do my best to make the work environment healthy and enjoyable.

Skills

- Food Preparation
- Food Service
- Cleaning Experience
- Food Safety
- Kitchen Experience
- Food Handling
- POS
- Customer service
- Supervising experience
- Cash register experience
- Hospitality
- Phone etiquette
- Coffee experience
- CPR training
- Photography
- Graphic design

Experience

Dish Society | Houston, TX
Cashier / server / food runner
04/2024 - Current

- I take food and drink orders for customers using a POS system. I then serve the customers their order and wait on them the rest of the evening.
- I help resolve customer service issues as best as possible.
- Dish society has taught me so many valuable skills such as teamwork, customer service, and how to better my communication.

Lifetime fitness | Houston, TX
Operations Supervisor
06/2021 - 11/2023

- I am in charge of making sure the entire club is clean, safe, and running efficiently.
- I make sure all employees are in their assigned zones, give tasks to employees and follow up on those tasks to make sure they get completed.
- If any complaints about the club are made I am the first to receive them and find a resolution.
- When no general managers are on site I am in charge of the entire facility.
- Being a Lifetime Supervisor taught me so many important lessons about what it means to be a good leader and how to efficiently manage a team.

LifeTime Fitness Center | Houston, TX
Operations Team Member
05/2020 - 06/2021

- I make sure the entire facility is clean, all amenities are restocked, and that customer satisfaction is achieved on a daily basis.
- I also assist members when they need help with lockouts, directions, general questions, etc.

Life Time | Houston, TX
Cashier/Food Prep/Server
12/2019 - 05/2020

- I take orders using a POS system, prepare drinks, food, and serve customers!
- I also restock our shelves, wash dishes, help with inventory and prep food during downtime.

Auntie Anne's pretzels | Houston, TX
Team Member
02/2019 - 12/2019

- I use the POS system to take customer orders, retrieve food and drink products for customers, prepare food items and wash dishes.
- Auntie Anne's has taught me very valuable customer service and team work skills.

Education and Training

University of Houston
Digital Media
Expected in 12/2025

Memorial High School
High School Diploma
05/2020

Certifications

- CPR/AED, 03/01/23, 03/01/25
- Driver's License