**joanne bloggs**

**waitress**

1234 The Street Leicester LE1 2DY - 01234 567890 - joanne@joannebloggs.com

**OBJECTIVE/SUMMARY**

I am an experienced waitress with real pride and passion for what I do – I love my job! Invite me for an interview and I’ll greet you with lots of energy and a BIG SMILE, just like I greet all of my customers. I have the ability to build a rapport, even in a fast paced environment when the orders are flying in; and above all, I love giving customers an awesome experience with great service delivery. I’m currently working 3 days a week and I’m therefore looking for a full time role.

# **Work Experience**

## waitress

### Annie’s Burger Shack, Leicester : July 2017 - date (Part time – 3 days/week)

Annie’s is a super-busy location in Leicester Centre, so there’s never a quiet moment. My role requires that I greet guests and show them to their table, serving food and wine, and clearing the tables after. I work with the kitchen to ensure that each guest has an amazing experience, beyond all expectations. This is a real high energy place which has built an awesome reputation thanks to its great food, amazing friendly service and solid teamwork.

## waitress

### Gilpin’s, Nottingham : March 2014

Working at this exceptional Michelin starred restaurant, I greeted and seated guests, and guided them through the menu of imaginative dishes. Impeccable menu knowledge was essential to the role and I advised customers based on their preferences - traditional or more experimental. I delivered exceptional customer care and like every member of the team, I upheld high standards of self presentation together with a friendly, charming and outgoing persona. I left Gilpin’s when I moved out of the area.

## waitress

### The Nag’s Head, Arnold : January 2013 - February 2014 (Part time – 3 days/week)

Working for this friendly local pub involved a lot more than simply carrying dishes a few metres from the kitchen – it was always about going the extra mile so that every customer went home happy.

# **Qualifications**

## gcses | Arnold Hill Comprehensive School, 2009 - 2013

9 GCSEs grade C and above including English (B) and Maths (B).

## level 2 food safety & hygiene | Catering College, Nottingham, 2009 - 2015

City and Guilds Accredited.

# **skills**

# Hands-on experience with cash registers and ordering information systems (Revel POS & Toast POS)

# Good maths skills (including mental maths!)

# Attentiveness and patience

# Very high standard of personal presentation

# Good organisational and multitasking skills, with proven ability to perform in a busy environment

# Active listening and effective communication skills

# Very good at working with the team to deliver great service, and keeping others motivated

# Flexibility to work in shifts

# **hobbies and interests**

# When I’m not at work, I love getting out of the City and cycling in the countryside. I also enjoy swimming and playing golf.

# **references**

## bob jones | General Manager

Annie’s Burger Shack

01332 123456

bobjones@annies.com

## alan smith | General Manager

Gilpins

0115 9123456

alansmith@gilpins.com

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