

Brooklyn Thompson

Cottage Grove, MN

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WORK EXPERIENCE

Host/Expo

Ruby Tuesday's - Oakpark, VA - May 2016 to Present

Host / Expo

Waitress/Cashier

Sluggers Bar and Grill - Maplewood, MN - June 2013 to Present

Responsibilities

- Greet customers and seat them according to their preferences
- Offer welcome drinks and beverages
- Fill water glasses and refill beverages
- Offer appetizers and alcoholic drinks
- Take orders and provide information about menu items
- Suggest menu items when requested by the customer
- Relay patrons' orders to the kitchen
- Ensure that the order is prepared according to the menu
- Ensure order quality and quantity prior to serving
- Serve meals and side dishes
- Deliver food carts to designated areas
- Ensure that continued service is managed during the course of the meal
- Keep a constant eye on the table to gauge needs and fulfill them immediately
- Total customers' check and take it to them
- Accept payment in cash and credit card
- Clear table and clean table tops
- Change table cloths and clear dishes and flatware
- Carry dishes and flatware to the kitchen
- Ensure that all tables replenished with eating dishes
- Collect menus at the end of the shift

Telemarketer

Safety services inc - Maplewood, MN - December 2013 to June 2014

Responsibilities

On the phones calling different states for non profit. Tax deductible donations for different causes.

1) Deliver prepared sales talks, reading from scripts that describe products or services, in order to persuade potential customers to purchase a product or service or to make a donation.

2) Contact businesses or private individuals by telephone in order to solicit sales for goods or services, or to request donations for charitable causes.

3) Explain products or services and prices, and answer questions from customers.

4) Obtain customer information such as name, address, and payment method, and enter orders into computers.

5) Record names, addresses, purchases, and reactions of prospects contacted.

Skills Used

Powerful telephone skills, able to establish immediate trust and confidence.

Highly professional and effective closer.

Persistent, patient, and sensitive to customers needs and apprehensions.

Effectively overcome objections to sales in a calming and convincing manner.

Ability to work effectively in a multi-task, high volume environment.

Microsoft Word, Excel, Power Point and Outlook.

Crew Member

Wendy's - Lionville, PA - March 2012 to June 2013

Responsibilities

Cashier, cleaning, bagging food, helping customers.

Maintained high standards of customer service during high-volume, fast-paced operations

Communicated clearly and positively with coworkers and management

Mastered point-of-service (POS) computer system for automated order taking

Handled currency and credit transactions quickly and accurately

Followed procedures for safe food preparation, assembly, and presentation

Assisted management with inventory control and stock ordering

Skills Used

- Demonstrated ability to greet customer's with individual consideration
- Well versed in taking food orders professionally and promptly
- Able to provide thorough information regarding menus and products
- Highly skilled in operating cash register / drawer and receive payment from customer in cash or credit / debit / gift card
- Profound skills in cleaning and stocking work and customer area effectively
- Proficient in assisting with a variety of kitchen-related functions
- Great physical stamina to receive inventory, move and lifts food and beverage products and supplies

Concierge/Security/Rep

CSI - Minneapolis, MN

Responsibilities

I buzz people in who left their keys, watch security video, lock doors, hold keys.

Skills Used

Locking doors, holding keys, security video monitoring, answering phones, delivering letters from landlords to residents.

EDUCATION

Educational Foods Class in Culinary

Century College - White Bear Lake, MN

2013 to 2014

st croix valley - Stillwater, MN

2012 to 2014

SKILLS

good at doing task, written assignments, organization, answering phones.