

Robert Olson

Guest Service Leader - Kwik Trip

Rochester, MN 55904

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I am a hard working, reliable person looking to make a difference in the work place. Great with customer service, great with multi-tasking, and I have prior leadership skills that are ready to be used. Strong with cash handling experience, and i know how to operate a pallet jack if needed.

Work Experience

Production Worker

Mrs. Gerry's Kitchen - Albert Lea, MN

September 2022 to Present

Box and palletize product

Guest Service Associate

Kwik trip - Rochester, MN

March 2022 to Present

Provide quality guest service, clean and stock store, count down registers, manage tasks to keep store organized and clean

Housekeeper

Mayo Clinic - Rochester, MN

October 2020 to Present

Clean rooms thoroughly, strip and make beds, follow specific cleaning protocol

Guest Service Leader

Kwik Trip - Rochester, MN

May 2017 to Present

Provide efficient and effective guest service for all of the guests

Properly count down all registers for shift change, and make sure all of the shift reports come out correctly

Make a duty checklist and assign my coworkers the proper task, and making sure my coworkers get all tasks done in a timely fashion

Maintain a safe and clean working environment, get rid of any health and safety hazards

Ensure that the inside and outside conditions of the store look up to par

Maintain a properly faced store, and making sure everything is stocked to the full capacity for guest usage

Assisting in properly training all coworkers

Checking lottery sales and making sure all sales have been accounted for Assisting in guest complaints and handling them in a efficient manner

Truck Unloader, Walmart - Rochester, MN

March 2016 to September 2016

Safely and effectively unloaded merchandise from the pallet jack onto the assigned pallets
Maintained a clean and safe work environment
Communicated with all coworkers to ensure work productivity
Stacked all of the merchandise properly to make sure nothing fell over to create a trip hazard
Took the necessary material onto the sales floor to have it stocked for guest usage
Make sure all debris is out of the truck
Make sure all of the pallet jacks get put away into its designated area

Cashier

Holiday Stationstores - Rochester, MN
May 2014 to April 2015

Help all guests in a timely manner
Provide great customer service
Count down your assigned register
Make food to put on your kitchen hot spot
Communicate with fellow employees to make sure all tasks get done on time

Education

High school diploma in None

Mayo High School - Rochester, MN
September 2010 to June 2014

Skills

- CASH HANDLING
- PALLET JACK
- MANAGERIAL
- MULTI-TASKER
- Guest Services
- Guest Relations Experience