

Roshelle Sanders

Caregiver/Retail Associate/Cashier

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Willing to relocate: Anywhere
Authorized to work in the US for any employer

WORK EXPERIENCE

Cashier/Sales Associate

Goodwill Industries - Phoenix, AZ - 2016-07 - 2017-02

- Handled cash transactions with customers.
- Scanned goods and collected payments.
- Issued receipts, refunds, change or tickets.
- Made sales referrals, cross-sell products and introduced new ones.
- Resolved customer complaints, guided them and provided relevant information.
- Greeted customers when entering or leaving establishment.
- Maintained clean and tidy checkout areas.
- Kept reports of transactions.
- Pleasantly dealt with customers to ensure satisfaction.

Stand Manager

Camelback Ranch Delaware North Company - Glendale, AZ - 2016-03 - 2016-04

- Responsible for the direct supervision of specific stands or portables in conjunction with public food events.
- Responsible for daily set-up and breakdown of a location.
- Ensured that all product counts are verified before, during, and after event.
- performed all duties of each position in that location (ex. Cashier, Porter, and Food Prep).
- Managed stand personnel in a professional and efficient manner according to guidelines.
- Verified opening inventory, ensuring inventory levels during event, tracked all discards and spoilage, validated all stock received and transferred out, counted ending inventory and closed point of sale terminals.
- Received an operating bank from the vault and verified the total and made cash drops during and after games.

Skills Used

Money management, leading team of worker's, customer service

Caregiver/DSP

ResCare - Phoenix, AZ - 2014-10 - 2015-06

- Provided supervision and guidance for residents during skills building activities.
- Developed and implemented individual treatment plans for residents.
- Assisted with daily living activities, including preparing meals and assisting with personal hygiene.
- Developed a rapport with residents and cultivate a safe and supportive relationship.
- Updated resident case notes on a daily basis.
- Ensured an appropriate staff-to-client ratio at all times.
- Provided care to elderly and disabled clients in a professional and compassionate manner

Accomplishments

Red Cross certified in CPR and first aid

DSC/DSP Certified

Skills Used

Safe patient handling

Life skills training

CPR certified

Cashier/Stand Lead

Levy Restaurants - Glendale, AZ - 2013-09 - 2014-04

- Verified opening inventory, ensuring inventory levels during event, tracked all discards and spoilage, validating all stock received and transferred out, counted ending inventory and closed point of sale terminals.
- Overseen staff in the concession stand ensuring proper uniform, appearance and break coordination.
- Communicated clearly and directly with employees concerning manifest specifications, policies and procedures including alcohol-dispensing regulations.
- Received an operating bank from the vault and verified the total.
- Ensured that cooks are keeping up with demand for product without over supplying.
- Greeted guests and taking orders for food and beverage products.
- Prepared simple foods and beverages utilizing the company recipes and portion standards. Must maintain the highest quality standards and portion consistency.
- Kept the work area and surroundings clean using sanitation standards.

Accomplishments

A promotion within 3 months from cashier to Stand Lead.

Skills Used

Leadership & management

Phone Representative

Rose Marketing - Phoenix, AZ - 2012-01 - 2013-08

- Managed large amounts of inbound and outbound calls in a timely manner.
- Followed communication "scripts" when handling different topics.
- Identified customers' needs, clarified information, researched every issue and provided solutions and/or alternatives.
- Seized opportunities to upsell products when they arose.
- Built sustainable relationships and engaged customers by taking the extra mile.
- Kept records of all conversations in our call center database in a comprehensible way.
- Met personal/team qualitative and quantitative targets.

Hostess/Cashier

Nicos Steak & Chop House - Chula Vista, CA - 2007-12 - 2009-06

- Ensured that everything guests will be needing is in order and clean.
- Monitored guest waiting list.
- Provided a menu for customers and explained the specials.
- Regularly checked the reservation book for next meal reservations.
- Answered customer's question accurately.
- Made contact with guests as they left, opened the door, and bid them goodbye.
- Ensured effective and fast delivery service by the servers.
- Inspected dining facilities and ensure proper maintenance.
- Assigned tasks to the serving personnel for smooth running of the business.
- Ensured that guests are being attended to.
- Welcomed and greeted guests as they arrived.
- Escorted guests to their seats.
- Scheduled reservations in advance for guest.

- Ensured that guests receive quality service.
- Ensured that all guests requirements were timely met.
- Introduced guests to their servers.

Cashier/Customer Service

Phoenix, AZ - 2004-05 - 2004-12

- Welcomed the customers as they step into the restaurant.
- Dealt with clients in the most polite manner possible.
- Took record of orders made by customers both at the drive-through and counter, depending on where he/she is stationed.
- Conveyed orders to kitchen staff and see to their preparation.
- Monitored all orders placed by the client and also ensure these orders are delivered promptly to the customers.
- Packaged foods in bags and boxes along with kitchen staff.
- Helped with up-selling in the restaurant when necessary.
- Attentive to customers and helped in responding to their inquiries, resolved their complaints, and noted their suggestions.

EDUCATION

Customer service

Life skills center of Arizona - Phoenix, AZ
2004 - 2005