

## **How to Build your Resume from your Part-Time Job Experience**

UMSL students *are* work ready because of the various part-time jobs you've held. Some part-time work might not seem like a "real job", but it's important to think about the transferrable skills that are relevant for almost every career. Here's how to describe experience gained from some common jobs.

### **FOOD SERVICE JOBS**

#### *Cashier/Host/Hostess*

- Mastered point-of-services (POS) computer systems for automated order taking.
- Conduct cash and credit transactions quickly and accurately.
- Manage hostess station ensuring customers are seated, multi-line phone is answered and to-go orders are completed.
- Communicate clearly and effectively with co-workers, management and customers.
- Train new hosts and hostesses on all facets of job operations.
- Listen carefully and accurately record reservation details and notify co-workers of special occasions for guests.
- Deliver prompt, efficient customer service while maintaining a high level of accuracy when conducting cash and credit transaction.

#### *Server/Waiter/Waitress*

- Routinely manage an 8 table section during busy shifts, maintaining a calm and friendly attitude.
- Provide a high level of customer service in a fast paced restaurant that averages 40 customers per hour.
- Build rapport with customers from diverse backgrounds utilizing a friendly, genuine and helpful attitude resulting in many repeat visits.
- Manage and prioritize multiple tasks such as food and drink preparation, cleanup, re-stocking and cash out while keeping track of tables at various stages of the meal.
- Successfully navigate a variety of customers, their moods, behaviors and preferences.
- Learn and memorize daily menu items, ingredients, and beverage details quickly in order to effectively communicate with customers.
- Received excellent annual review for customer service resulting in a raise after 6 months.
- Identify and resolve problems in a friendly and professional manner, ensuring repeat business.
- Educate customers about various food options and cooking styles, making appropriate recommendations when possible.

#### *Bartender*

- Manage and prioritize multiple tasks in a fast paced and high pressure environment.
- Manage hostile behavior utilizing conflict resolution skills and the ability to make swift decisions.
- Apply strong memorization skills to recall customer names, favorite drinks and previous conversations resulting in repeat business and higher tips.

#### *Cook/Dishwasher/Busser*

- Follow procedures for safe food preparation, assembly and presentation.
- Assist management with stock ordering and inventory control.
- Cross-train new team members to ensure seamless service.
- Earned a raise after 6 months of demonstrating a high level of responsibility and initiative.

## **RETAIL JOBS**

### *Customer Service*

- Provide friendly, prompt and efficient service with a high level of accuracy at the POS.
- Advise customers on purchases by maintaining a high level of knowledge about store products.
- Consistently receive excellent reviews for customer service resulting in a raise after 3 months.
- Utilize strong communication and problem solving skills to effectively resolve customer concerns, ensuring a pleasant shopping experience.
- Build rapport with customers from diverse backgrounds using a friendly attitude.
- Drive revenue by communicating and demonstrating benefits of products.
- Identify and respond to security risks and thefts in a safe and timely manner.
- Deliver a “customer first” approach in a busy environment with multiple demands.

### *Sales*

- Exceed weekly sales goals by effectively assisting customer and upselling at the POS.
- Exceed daily sales goals by an average of 25% resulting in a promotion to Lead Cashier.
- Earned top selling sales associate for 3 months in a row.
- Contribute to achieving team sales goals by providing consistent service on the sales floor.

### *Money handling*

- Accurately manage money in cash drawer, balancing at the beginning and end of each shift.
- Calculate total payments during each shift and reconcile with total sales.
- Manage a high volume of money and balanced cash drawers nightly.
- Conduct cash and credit transactions in a fast paced retail environment.
- Rotate register drawers to ensure cash and change levels are adequate.
- Trusted with making daily deposits at the bank.

### *Management/Organizational*

- Lead a team of 15 employees during any given shift.
- Monitor checkout stations ensuring all are staffed during high-volume periods.
- Manage multiple responsibilities and demands using problem solving and time management skills.
- Plan and organize monthly store display changes according to corporate office specifications.
- Promoted to key holder after 6 months of demonstrating a high level of maturity and initiative.
- As senior key holder, perform opening and closing procedures ensuring all tasks are completed accurately.
- Prepare daily deposit and sales reports.
- Utilize strong communication and problem solving to effectively resolve customer and staff concerns.
- Build rapport with customers and staff from diverse backgrounds utilizing a friendly, genuine and positive attitude.

### *Team Building/Communication*

- Developed constructive working relationships with supervisors and co-workers.
- Voted employee of the month by supervisors for best supporting team member.
- Offer support and demonstrate initiative on a large, high achieving retail team.
- Motivated staff to meet goals, created an incentive program and provided constructive feedback.
- Trained new associates and provided on-going supervision to maintain high level of quality customer service.

### **OFFICE/ADMINISTRATIVE JOBS**

- Plan and schedule meetings and events for 10 person staff utilizing Microsoft Outlook and/or Google Calendars.
- Manage 3-line telephone system, respond to internal and external inquiries, route to appropriate staff and take accurate messages.
- Organize and accurately maintain electronic filing system of confidential client information.
- Create and/or update PowerPoint slides for annual client “road show” presentations by VP.
- Develop and manage a client contact database resulting in a 52% increase in communication.
- Provide efficient and professional administrative support to the VP of Finance with a demonstrated ability to remain flexible, calm and meet demanding deadlines.
- Write and send professional weekly office reports to department supervisor.
- Process and record product shipments following inventory control processes.
- Translate for non-English speaking customers in person and through email.
- Adapt communication and problem solving skills by listening attentively to customer or staff complaints and reviewing possible solutions to reach resolution.

### **CHILDCARE/NANNY JOBS**

- Supervise and maintain the safety and well-being of one infant and two toddlers on a daily basis.
- Organize activities, meals and daily lessons for children.
- Manage hostile behavior with patience, care and problem solving skills.
- Coordinate everyday activities that encourage education and constructive progress.
- Create a fun, secure and nurturing environment.
- Trusted with using the family vehicle to drive children to/from school and after-school activities.
- Traveled domestically and internationally with family of six to provide additional supervision while parents attended business functions.

### **LIFEGUARD JOBS**

- Studied for and passed the certified American Red Cross Lifeguard, First Aid and CPR/AED courses for Professional Rescuers and Healthcare Providers.
- Able to prevent and respond to water emergencies with quick response times.
- Maintain safe and secure area by enforcing facility rules, policies and procedures.
- Design and teach lifeguard training.
- Apply effective observation skills during busy summer months in order to detect potential hazards and water emergencies.
- React calmly in order to provide lifesaving care and first aid following a detailed emergency action plan.
- Conduct daily check of area and equipment for safety, cleanliness and proper operational use.



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