

Kaylie Ellis

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Summary

Adaptable customer service professional with over 2 years of experience in fast-paced restaurant and retail settings. Demonstrates expertise in cash handling, efficient customer greeting, and process improvement. Skilled in managing multiple tasks, maintaining safety and cleanliness standards, and collaborating with diverse teams to deliver exceptional service. Eager to apply these skills to support the operational efficiency at Goodwill Industries of Central Florida.

Work experience

Waitress

Waffle house • Bartow, FL

2020 to 2020

- Delivered exceptional customer service to 100+ guests per shift by promptly greeting and assisting customers with orders and menu knowledge
- Managed up to 8 tables simultaneously during peak hours, ensuring personalized service and order accuracy
- Collaborated with kitchen staff to ensure timely and accurate meal preparation, including special dietary accommodations
- Processed cash transactions accurately using POS systems, maintaining compliance with cash handling procedures
- Resolved guest complaints promptly and professionally to maintain high customer satisfaction
- Contributed ideas to improve operational efficiency, such as streamlining order-taking and optimizing table turnover
- Assisted team members with table setup, refilling drinks, clearing plates, and resetting tables to support smooth service flow

Team Member

Popeyes • Idaho

2019 to 2019

- Supported team productivity by proactively assisting teammates during busy periods and tight deadlines
- Fostered a positive work environment through effective communication and collaboration with diverse team members
- Adapted quickly to changing priorities and challenges, demonstrating flexibility within the team dynamic
- Identified and suggested process improvements to increase team efficiency and workflow
- Consistently met or exceeded individual productivity targets while contributing to overall team goals
- Maintained open communication with team members and supervisors regarding task progress and updates

Education

High school diploma or GED

Skills

Customer service Cash handling POS systems Special dietary accommodations Order accuracy

Team collaboration Communication Problem resolution Inventory management

Store opening procedures Store closing procedures

Languages

English