

Hadley Baughey

Restaurant Cashier

✉ hadley.baughey@gmail.com

☎ (108) 432-6146

📍 123 Maple Street, Grand Rapids, MI 49503

Education

Diploma in Hospitality and Customer Service at Michigan State University, East Lansing, MI

Sep 2017 - May 2022

Relevant Coursework:
Hospitality Management, Customer Service Excellence, Food and Beverage Operations, Front Office Operations, Housekeeping and Accommodation Management, Event Planning, Marketing and Sales, and Communication Skills.

Links

[linkedin.com/in/hadleybaughey](https://www.linkedin.com/in/hadleybaughey)

Skills

POS proficiency

Order accuracy

Payment processing

Customer service

Menu knowledge

Time management

Cash handling

Languages

English

German

Profile

Detail-oriented and customer-focused Restaurant Cashier with 1 year of experience in efficiently handling cash transactions and providing exceptional service to patrons. Proficient in operating point-of-sale systems, ensuring order accuracy, and maintaining a clean and organized workspace. Demonstrates strong communication skills and the ability to work in a fast-paced, high-pressure environment. Committed to contributing to a positive dining experience and fostering customer loyalty.

Employment History

Restaurant Cashier at Michigan Restaurant Cashier Services, MI

Apr 2023 - Present

- Successfully processed over 500 transactions daily, maintaining a 99% accuracy rate and ensuring smooth operations at the restaurant.
- Implemented a new cash management system that reduced cash discrepancies by 30% and streamlined the end-of-day cash reconciliation process.
- Assisted in training 10 new cashiers, resulting in a 20% decrease in training time and a more efficient onboarding process for new hires.
- Collaborated with the management team to develop and implement a customer loyalty program, leading to a 15% increase in repeat customers and a 10% increase in overall sales.

Cashier Assistant at Great Lakes Cashier Co., MI

Aug 2022 - Mar 2023

- Successfully processed over 500 transactions daily, maintaining a 99% accuracy rate, and ensuring efficient customer service at Great Lakes Cashier Co., MI.
- Significantly reduced customer wait times by 30% through effective multitasking and streamlining the checkout process, leading to increased customer satisfaction.
- Consistently achieved a cash drawer balancing rate of 100%, ensuring accurate accounting and minimizing discrepancies in financial records.
- Recognized as "Employee of the Month" twice within a one-year period for exceptional performance, including maintaining a high level of productivity and contributing to a positive work environment.

Certificates

National Restaurant Association's ServSafe Food Handler Certification

Feb 2022

National Professional Certification in Customer Service (NRF Foundation)

Oct 2020