

MARGARET WARD

(123) 456-7890 email@example.com LinkedIn | Portfolio
City, State Abbreviation zip code

PROFILE

Driven high school student with experience in customer-facing roles. Excels in high-volume, fast-paced environments. President of the drama club for the last two years with a keen interest in the arts and fundraising. Track record of teamwork and quality customer service.

PROFESSIONAL EXPERIENCE

Server, Regal Macarthur Center, Norfolk, VA

April 2023 – present

- Serve food and beverages to an average of 100 guests per shift in the theater's VIP section
- Process payments and manage reservations through the theater's POS system
- Achieved a department-wide 98% customer satisfaction rate based on service, delivery times, and facility cleanliness
- Ensure service stations, dining tables, and theater seating are clean and well-stocked

Theater Associate, Regal Macarthur Center, Norfolk, VA

March 2020 – April 2023

- Assisted guests by greeting them, answering questions, and resolving complaints in a timely manner
- Managed cash and card transactions for up to 500 guests per shift
- Trained a total of 15 new employees on proper theater operations and customer service standards
- Cleaned and maintained theater areas before and after movie screenings

LEADERSHIP EXPERIENCE

Drama Club President, Granby High School, Norfolk, VA

August 2022 – present

- Lead a cast and crew of 30 students while helping direct annual school plays and musicals
- Manage the club's budget to account for costume and set expenses
- Collaborated with students to raise over \$3,000 to support the drama club's production and equipment needs

KEY SKILLS

- Budget management
- Customer focus
- Food and beverage service
- POS systems
- Team coordination

EDUCATION

High School Diploma

Expected: June 2024

Granby High School, Norfolk, VA

HONORS AND AWARDS

Outstanding Customer Service Award, AMC Theaters, 2024