

Jamal Carter

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SUMMARY

Detail-oriented and efficient busser with over 3 years of experience in high-paced restaurant environments. Proven track record of enhancing customer satisfaction through meticulous cleanliness and timely support to wait staff.

EXPERIENCE

Busser

Jan 2022 - Present

The Gourmet Bistro, Los Angeles, CA

- Consistently maintained a clean and organized dining area, resulting in a 20% increase in customer satisfaction scores.
- Assisted servers during peak hours, reducing table turnover time by 15% and enhancing overall service efficiency.
- Trained 5 new staff members on proper cleaning and service protocols, leading to a 30% decrease in service errors.

Busser

Jun 2019 - Dec 2021

Sunny Diner, Los Angeles, CA

- Supported a team of 10 servers in a busy diner, ensuring prompt service to over 300 customers daily.
- Implemented a new table clearing process which improved turnaround time by 10 minutes per shift.
- Recognized as Employee of the Month twice for exceptional teamwork and dedication to high cleanliness standards.

Food Runner

Jan 2018 - May 2019

Tasty Treats Café, Los Angeles, CA

- Delivered food orders swiftly and accurately, contributing to an overall 25% decrease in customer complaints.
- Collaborated closely with kitchen staff to manage inventory and maintain quality control on ingredients.
- Participated in weekly staff training sessions, enhancing knowledge of menu items and upselling techniques.

EDUCATION

Associate of Arts in Hospitality Management

May 2017

Community College of Los Angeles, Los Angeles, CA • GPA: 3.5

SKILLS

Technical Skills: Table setting and clearing, Customer service, Food safety standards, Time management

Tools & Frameworks: Point of Sale (POS) systems, Inventory management software, Cleaning and sanitizing equipment