



Emma Ward

Front Of House

CONTACT

 (385) 898-8745

 emmaeward@gmail.com

 United States, Providence, RI

EDUCATION

Providence High School

Graduated: June 2021

ServSafe Food Handler Certification

2022

PROFESSIONAL SUMMARY

Energetic and customer-focused professional with 3+ years of experience in the food service industry. Seeking a Front of House Team Member position at Chick-fil-A, where exceptional service, teamwork, and attention to detail can contribute to providing a welcoming and efficient dining experience for all customers.

EXPERIENCE

Customer Service Representative

2022 - 2024

Starbucks, United States, Providence, RI

- Delivered friendly and efficient service to customers, consistently receiving positive feedback for excellent communication and service skills.
- Handled an average of 80+ orders per shift, ensuring order accuracy and quality presentation.
- Worked in collaboration with team members to maintain a clean, organized, and well-stocked environment during peak hours.
- Trained new employees on customer service protocols and store procedures.

Hostess

2021 - 2022

Olive Garden, United States, Warwick, RI

- Greeted guests with a welcoming attitude, managing seating arrangements and ensuring a smooth flow of restaurant operations.
- Resolved customer concerns promptly, fostering a positive dining atmosphere.
- Supported front-of-house operations, including taking phone orders and assisting with special events.
- Maintained cleanliness and orderliness in the dining area, aligning with health and safety standards.

★ SKILLS

Customer Service



Teamwork



Cash Handling



Problem-Solving



Time Management

