



ISABELLA GRAY

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Summary

I am an honor student that is eager to learn and unafraid of hard work. I am someone who prides themselves on their work ethic. My goal in life is to help others and to be reliable to those that depend on me.

Skills

- Cleaning and Sanitizing
- Customer Service
- Safe Food Handling
- Menu Memorization
- Workplace Efficiency
- Time Management
- Customer Engagement
- Teamwork and Collaboration
- Problem-Solving
- Verbal and Written Communication
- Crew Leadership
- Willingness to Learn

Experience

Firehouse Subs | Buffalo, NY

Crew Member

05/2023 - Current

- Educated customers on menu items, product ingredients and nutritional values.
- Performed cashier duties such as taking orders, collecting payments and providing change.
- Restocked kitchen supplies including food products and utensils.
- Cleaned restaurant area by sweeping floors, wiping tables and emptying trash receptacles.
- Assisted in the preparation of food items such as sandwiches, salads and pizzas.
- Followed all safety guidelines while operating equipment such as slicers, fryers and ovens.
- Greeted customers upon arrival, provided menus and answered questions regarding menu items.
- Provided excellent customer service to maintain a positive atmosphere for guests.
- Adhered to health department regulations regarding food handling procedures.
- Organized dining room tables with condiments, napkins and other necessities prior to seating guests.
- Completed opening and closing tasks such as setting up workstations, cleaning surfaces and restocking supplies.
- Monitored quality of food served to ensure it met company standards for presentation and temperature.
- Resolved customer complaints in a professional manner.
- Processed takeout orders quickly to ensure timely delivery of meals.
- Answered phone calls promptly to provide accurate information about menu items or prices.
- Kept restaurant lobby, front counter and restrooms neat and clean

throughout shift.

- Wiped down tables and equipment, swept and refilled stock.
- Served food quickly for positive guest experiences.
- Educated customers on menu items, product ingredients and nutritional values.
- Performed cashier duties such as taking orders, collecting payments and providing change.
- Restocked kitchen supplies including food products and utensils.
- Cleaned restaurant area by sweeping floors, wiping tables and emptying trash receptacles.
- Assisted in the preparation of food items such as sandwiches, salads and pizzas.
- Followed all safety guidelines while operating equipment such as slicers, fryers and ovens.
- Greeted customers upon arrival, provided menus and answered questions regarding menu items.
- Provided excellent customer service to maintain a positive atmosphere for guests.
- Prepared beverages such as coffee drinks, smoothies and milkshakes according to company standards.
- Adhered to health department regulations regarding food handling procedures.
- Organized dining room tables with condiments, napkins and other necessities prior to seating guests.
- Completed opening and closing tasks such as setting up workstations, cleaning surfaces and restocking supplies.
- Monitored quality of food served to ensure it met company standards for presentation and temperature.
- Kept up-to-date knowledge of store policies regarding payments, returns and exchanges.
- Processed takeout orders quickly to ensure timely delivery of meals.
- Maintained organized storage areas for food products, beverages and restaurant supplies.
- Served food quickly for positive guest experiences.

Mighty Taco | Buffalo, SD
Crew Member
06/2018 - 03/2020

Education and Training

Williamsville North High School | Buffalo, NY
High School Diploma
06/2020

- Chemistry Award Recipient
- Green and Gold Reward on the Track Team
- All four years - Honor Roll
- Member of National Honor Society, 2019, 2020
- Long Distance for Track team, 2018 to 2020

SUNY At Buffalo | Buffalo, NY
Bachelor of Arts in Psychology

- [Spring, 2023] - Dean's List
- [Fall, 2023] - Dean's List
- [Fall, 2022] - Dean's List
- [Fall, 2021] - Dean's List
- 3.394 Cum GPA