

# Hailey Wynn

Optimistic with a loving attitude towards all challenges. Hard worker with the ability to learn quickly and present professionally and enthusiastically. Making the world a better place during my employment through the small and large tasks.

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## EXPERIENCE

### Applebee's Bar & Grill, Cumming- Server

November 2023- January 2024

- Bussed and reset tables to keep dining room and work areas clean.
- Used slow periods to restock supplies, ice, trays, and delivery bags.
- Explained menu items and suggested appropriate options for food allergy concerns.
- Worked with POS system to place orders, manage bills, and handle complimentary items.
- Cultivated warm relationships with regular customers.
- Upsold high-profit items such as appetizers and mixed drinks to enhance sales numbers.
- Seated customers in timely manner by managing reservations and waitlists skillfully.
- Set positive tone for entire dining experience as first point of contact for incoming guests.
- Utilized communication practices with kitchen staff to deliver customer meals in timely manner.
- Answered customers' questions, recommended items, and recorded order information.
- Inspected dishes and utensils for cleanliness.
- Maintained thorough menu knowledge to sufficiently answer questions regarding menu item sourcing, ingredients and cooking methods.

### Slurpin Ramen Bar, Alpharetta- Server

May 2023- June 2023

- Remembering and adding suggestions to order for customers
- Connecting with customers to create a warmer environment
- Understanding and use of POS system
- cashier experience
- Upsold high-profit items such as appetizers and mixed drinks to enhance sales numbers.
- Hosting and beginning the customer experience with a friendly and energetic welcome
- Utilized communication practices with kitchen staff to deliver customer meals in a timely manner.
- Answered customers' questions, recommended items, and recorded order information.
- Displayed enthusiasm and promoted excellent service to customers, successfully increasing referrals, and walk-in business.
- Maintained thorough menu knowledge to sufficiently answer

## SKILLS

Excel Spread  
Public Speaking  
Social Media  
Customer Service  
Presentation Skills

## AWARDS

Humanities Program  
Certification

questions regarding menu item sourcing, ingredients and cooking methods.

- Bussed and reset tables to keep the dining room and work areas clean.
- Used slow periods to restock supplies, ice, trays, and delivery bags.

## **Planet Fitness, Cumming- Team Member**

February 2023-August 2023

- Canceling and creating memberships
- Cleaning of gym and bathrooms as well as maintenance
- Connecting with customers through tours and genuine conversation
- Learned all required tasks quickly to maximize performance.
- Broke down boxes and cartons, disposing of refuse in proper cardboard receptacles.
- Contributed to team success by completing jobs quickly and accurately.
- Trained new team members by relaying information on company procedures and safety requirements.
- Addressed and resolved customer complaints in a polite and professional manner.
- Assisted customers in selecting merchandise best suited to needs.
- Developed strong customer service and product knowledge skills to enhance individual and team performance.
- Maintained overall safe work environment with employee training programs and enforcement of safety procedures.
- Optimized customer experience by delivering superior services and effectively troubleshooting issues.
- Evaluated customer needs and feedback to drive product and service improvements.

## **CherryStreet Brewpub, Halcyon— Host**

September 2022 - November 2022

- Greet customers and recommend food based on the conversation,
- Seat customers with a smile with interest in their days and moods
- Organize and collect dishes
- Problem solve with unsatisfied customers through quick thinking and collaboration
- Supported servers, food runners, and bussers with keeping the dining area ready for every guest.
- Worked with front of house staff to move tables and adjust seating to accommodate groups with special requests.
- Took reservations and to-go orders by phone, answered customer questions, and informed of accurate wait times.
- Took reservations by phone and walk-in, keeping scheduling

- demands, and kitchen output in time to avoid overbooking.
- Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness.
- Assigned patrons to tables suitable for needs and restaurant section rotation.
- Relayed guest comments or suggestions to manager on duty for further action.
- Accommodated special seating requests for guests to enhance satisfaction.
- Backed up servers by checking on tables and retrieving items for guests.
- Promoted business loyalty by fostering positive customer relationships.
- Took initial drink orders and relayed information to wait or bar staff.

### **Urban Reign, Collections at Forsyth— *Sales Associate***

May 2022 - September 2022

- Solved customer challenges by offering relevant products and services.
- Quickly learned inventory system
- Helped customers locate products and checked the store system for merchandise at other sites.
- Engaged with customers to effectively build rapport and lasting relationships.
- Maintained calm demeanor and professionally managed issues in busy, high-stress situations.
- Prepared merchandise for the sales floor by pricing or tagging.
- Organized racks and shelves to maintain store visual appeal, engage customers, and promote specific merchandise.
- Assessed customer needs and utilized suggestive selling techniques to drive sales.
- Opened, shelved and merchandised new products in visually appealing and organized displays for optimal sales promotions.
- Created an inviting environment for customers by maintaining store organization and cleanliness.
- Built customer loyalty and retention by delivering excellent shopping experiences.

### **Ruwa 4 Georgia, Norcross— *Canvasser***

February 2022 - April 2022

- Conversing with people of all backgrounds and ages while door knocking
- Brainstorming team bonding opportunities
- Reaching out to volunteers
- Collaborated with the marketing team to develop promotional materials for canvassing activities.

- Analyzed and evaluated data, identifying trends in the recruitment process.
- Delivered information from script regarding surveys for on-demand phone project assignment.
- Conducted interviews with participants to assess eligibility.
- Went to over 100 doors daily to educate and sign up potential voters.
- Proven ability to connect with potential voters using ethos and logos

**Northpoint Community Church, Alpharetta — *Children's Volunteer***

May 2019 - November 2020

- De-escalated many kindergarten fiascos during the group.
- Re-focused kids towards study through communication and fun conversation.
- Shared messages enthusiastically in a way which pulled the kids into the conversation.
- Established and maintained positive working relationships with co-workers, staff and external contacts.
- Implemented educational programs for youth.
- Facilitated religious classes and forums.

**Just One Africa, Cumming — *Volunteer***

May 2020 - August 2020

- Organized materials such as beads and jewelry
- Social media outreach planning
- Experience using Canva
- Understanding for passion behind work
- Blog Management
- Communicated with staff members to stay informed about volunteer opportunities and events.
- Represented the organization positively and professionally while providing the community with much-needed services.

**Forsyth County Public Library, Post Road — *Volunteer***

May 2019- August 2019

- Shelving and organizing bookcases
- Leading Saturday activities with kids and parents
- Interacting with customers about new books and programs
- Conducted circulation and shelving duties, maintaining orderly, organized displays.
- Explained library policies and procedures to new patrons, maintaining positive, safe environments.
- Created displays to promote library materials and services.
- Researched and recommended new materials to build library collections.
- Increased library engagement through community outreach

- and activity schemes.
- Brainstorming new ideas for kids program

## EDUCATION

### **Forsyth Central High School, Cumming, GA — *High School Diploma***

August 2019 - May 2023

Model UN President

Top 15% of class containing estimated 500 students

Interact Club Member

Cohorted Academy Pathway with rigorous courses such as political science, world affairs, AP Lit, & AP Research

Sideline Cheer