

How to Build your Resume from your Part-Time Job Experience

UMSL students are work ready because of the various part-time jobs you have held. Some part-time work might not seem like a "real job", but it is important to think about the transferrable skills that are relevant for almost every career. Here is how to describe experience gained from some common jobs.

FOOD SERVICE JOBS

Cashier/Host/Hostess

- Mastered point-of-services (POS) computer systems for automated order taking.
- Conduct cash and credit transactions quickly and accurately.
- Manage hostess station ensuring customers are seated, multi-line phone is answered and to-go orders are completed.
- Communicate clearly and effectively with co-workers, management and customers.
- Train new hosts and hostesses on all facets of job operations.
- Listen carefully and accurately record reservation details and notify co-workers of special occasions for guests.
- Deliver prompt, efficient customer service while maintaining a high level of accuracy when conducting cash and credit transaction.

Server/Waiter/Waitress

- Routinely manage an 8 table section during busy shifts, maintaining a calm and friendly attitude.
- Provide a high level of customer service in a fast paced restaurant that averages 40 customers per hour.
- Build rapport with customers from diverse backgrounds utilizing a friendly, genuine and helpful attitude resulting in many repeat visits.
- Manage and prioritize multiple tasks such as food and drink preparation, cleanup, re-stocking and cash out while keeping track of tables at various stages of the meal.
- Successfully navigate a variety of customers, their moods, behaviors and preferences.
- Learn and memorize daily menu items, ingredients, and beverage details quickly in order to effectively communicate with customers.
- Received excellent annual review for customer service resulting in a raise after 6 months.
- Identify and resolve problems in a friendly and professional manner, ensuring repeat business.
- Educate customers about various food options and cooking styles, making appropriate recommendations when possible.

Bartender

- Manage and prioritize multiple tasks in a fast paced and high pressure environment.
- Manage hostile behavior utilizing conflict resolution skills and the ability to make swift decisions.
- Apply strong memorization skills to recall customer names, favorite drinks and previous conversations resulting in repeat business and higher tips.

Cook/Dishwasher/Busser

- Follow procedures for safe food preparation, assembly and presentation.
- Assist management with stock ordering and inventory control.
- Cross-train new team members to ensure seamless service.
- Earned a raise after 6 months of demonstrating a high level of responsibility and initiative.

RETAIL JOBS

Customer Service

- Provide friendly, prompt and efficient service with a high level of accuracy at the POS.
- Advise customers on purchases by maintaining a high level of knowledge about store products.
- Consistently receive excellent reviews for customer service resulting in a raise after 3 months.
- Utilize strong communication and problem solving skills to effectively resolve customer concerns, ensuring a pleasant shopping experience.
- Build rapport with customers from diverse backgrounds using a friendly attitude.
- Drive revenue by communicating and demonstrating benefits of products.
- Identify and respond to security risks and thefts in a safe and timely manner.
- Deliver a "customer first" approach in a busy environment with multiple demands.

Sales

- Exceed weekly sales goals by effectively assisting customer and upselling at the POS.
- Exceed daily sales goals by an average of 25% resulting in a promotion to Lead Cashier.
- Earned top selling sales associate for 3 months in a row.
- Contribute to achieving team sales goals by providing consistent service on the sales floor.

Money handling

- Accurately manage money in cash drawer, balancing at the beginning and end of each shift.
- Calculate total payments during each shift and reconcile with total sales.
- Manage a high volume of money and balanced cash drawers nightly.
- Conduct cash and credit transactions in a fast paced retail environment.
- Rotate register drawers to ensure cash and change levels are adequate.
- Trusted with making daily deposits at the bank.

Management/Organizational

- Lead a team of 15 employees during any given shift.
- Monitor checkout stations ensuring all are staffed during high-volume periods.
- Manage multiple responsibilities and demands using problem solving and time management skills.
- Plan and organize monthly store display changes according to corporate office specifications.
- Promoted to key holder after 6 months of demonstrating a high level of maturity and initiative.
- As senior key holder, perform opening and closing procedures ensuring all tasks are completed accurately.
- Prepare daily deposit and sales reports.
- Utilize strong communication and problem solving to effectively resolve customer and staff concerns.
- Build rapport with customers and staff from diverse backgrounds utilizing a friendly, genuine and positive attitude.

Team Building/Communication

- Developed constructive working relationships with supervisors and co-workers.
- Voted employee of the month by supervisors for best supporting team member.
- Offer support and demonstrate initiative on a large, high achieving retail team.
- Motivated staff to meet goals, created an incentive program and provided constructive feedback.
- Trained new associates and provided on-going supervision to maintain high level of quality customer service.

OFFICE/ADMINISTRATIVE JOBS

- Plan and schedule meetings and events for 10 person staff utilizing Microsoft Outlook and/or Google Calendars.
- Manage 3-line telephone system, respond to internal and external inquiries, route to appropriate staff and take accurate messages.
- Organize and accurately maintain electronic filing system of confidential client information.
- Create and/or update PowerPoint slides for annual client "road show" presentations by VP.
- Develop and manage a client contact database resulting in a 52% increase in communication.
- Provide efficient and professional administrative support to the VP of Finance with a demonstrated ability to remain flexible, calm and meet demanding deadlines.
- Write and send professional weekly office reports to department supervisor.
- Process and record product shipments following inventory control processes.
- Translate for non-English speaking customers in person and through email.
- Adapt communication and problem solving skills by listening attentively to customer or staff complaints and reviewing possible solutions to reach resolution.

CHILDCARE/NANNY JOBS

- Supervise and maintain the safety and well-being of one infant and two toddlers on a daily basis.
- Organize activities, meals and daily lessons for children.
- Manage hostile behavior with patience, care and problem solving skills.
- Coordinate everyday activities that encourage education and constructive progress.
- Create a fun, secure and nurturing environment.
- Trusted with using the family vehicle to drive children to/from school and after-school activities.
- Traveled domestically and internationally with family of six to provide additional supervision while parents attended business functions.

LIFEGUARD JOBS

- Studied for and passed the certified American Red Cross Lifeguard, First Aid and CPR/AED courses for Professional Rescuers and Healthcare Providers.
- Able to prevent and respond to water emergencies with quick response times.
- Maintain safe and secure area by enforcing facility rules, policies and procedures.
- Design and teach lifeguard training.
- Apply effective observation skills during busy summer months in order to detect potential hazards and water emergencies.
- React calmly in order to provide lifesaving care and first aid following a detailed emergency action plan.
- Conduct daily check of area and equipment for safety, cleanliness and proper operational use