

Brian Lee

Fast Food Cashier

High-Volume Fast Food Cashier Skilled in Drive-Thru Operations and Order Accuracy

Efficient fast food cashier with over two years of experience managing high-volume order processing in quick-service restaurant environments. Skilled in operating Toast POS systems, handling drive-thru operations under peak-hour pressure, and maintaining consistent order accuracy above 98%. Recognized for speed, accuracy, and keeping customer wait times below target thresholds during high-traffic shifts.

EDUCATION

High School Diploma

Orlando High School, Orlando, FL
May 2020

KEY SKILLS

- High-volume order processing (200+ orders/shift)
- Drive-thru operations and headset communication
- Toast and Micros POS system operation
- Cash handling and change calculation
- Order accuracy and quality verification
- Upselling and combo meal promotion
- Customer service in fast-paced environments
- Food safety and sanitation compliance
- Shift opening and closing procedures
- Team coordination during peak hours

PROFESSIONAL EXPERIENCE

Cashier | Burger Express, Orlando, FL
June 2021 – Present

- Processed 200+ customer orders per shift using Toast POS system, maintaining a 98.5% order accuracy rate across 200+ working shifts
- Managed drive-thru operations during peak lunch and dinner hours, reducing average service time from 4.2 to 3.1 minutes per car
- Handled cash, credit, and digital payment transactions with zero cash drawer discrepancies across 18 consecutive months
- Upsold combo meals and promotional add-ons to 30% of customers, contributing to a 12% increase in average ticket value
- Trained 4 new cashier hires on POS operation, order accuracy protocols, and drive-thru headset communication procedures
- Maintained food safety and sanitation standards at the register station, passing all quarterly health inspections with zero violations
- Responded to customer complaints and order errors on the spot, resolving 95% of issues without manager involvement

Crew Member | Quick Bites Diner, Orlando, FL
January 2020 – May 2021

- Assembled and packaged 150+ orders per shift with consistent accuracy, contributing to a 4.3-star customer satisfaction rating
- Maintained front-of-house cleanliness throughout all shifts, supporting a sanitation score of 96/100 during annual health inspection
- Assisted with inventory prep and restocking during shift transitions, reducing mid-shift stock outages by 20%

CERTIFICATIONS

- ServSafe Food Handler Certification : National Restaurant Association, February 2021