



# Astrid Kowalczyk

## Team Member

Dependable food service professional with 2 years of experience and a 99.21% shift attendance rate over 14 months. Skilled in POS system operation, cash handling, food safety and sanitation, and temperature logging, with consistent customer satisfaction scores above 90 on quarterly comment-card surveys.

## CONTACT INFORMATION



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Putnam, CT 12345

## KEY SKILLS

- POS System Operation
- Cash Handling
- FIFO Rotation
- Food Safety and Sanitation
- Temperature Logging
- Customer Service
- Microsoft Excel
- Station Cleanliness

## PROFESSIONAL EXPERIENCE

### TEAM MEMBER | QUINEBAUG RIVER GRILLE, PUTNAM, CT 2025 – PRESENT

- Earned a 96 food safety audit score by logging cooler and grill temperatures every 2 hours and keeping all prep surfaces sanitized between tasks.
- Maintained a 99.21% shift attendance rate over 14 months, missing only 1 scheduled shift out of 127.
- Received a customer satisfaction score of 93 on quarterly comment-card surveys by greeting each guest and confirming order details before payment.
- Operated the POS system and cash register during evening rushes, balancing the cash drawer to within \$0.83 variance per shift.

### COUNTER ASSOCIATE | WILLIMANTIC FORK AND FLAME, WILLIMANTIC, CT 2024 – 2025

- Helped the location reach a food safety audit score of 94 by cleaning and sanitizing the food slicer after every 45 minutes of use.
- Achieved a customer satisfaction score of 91 during first 6 months by reading back orders and resolving concerns within 3 minutes.
- Arrived on time for 98.69% of scheduled shifts across 9 months, covering 3 additional shifts per month when coworkers called out.

## EDUCATION

- AS in Business Administration, Quinebaug Valley Community College, Danielson, CT | 2023 – 2025