



Burley, ID 12345



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KEY SKILLS

- POS Systems
- Cash Handling
- FIFO and FEFO Rotation
- Microsoft Excel
- Food Slicer Operation
- Upselling Techniques
- Spoilage Tracking
- Company Food Handling Procedures
- Kiosk Operation
- KPI Reporting

Wendy Rhodes

Core Team Member

Experienced food service professional with 12 years of front-line restaurant work spanning upselling, spoilage control, and order assembly. Kept weekly spoilage cost at \$18 by monitoring holding-time logs every 90 minutes and pulling items before expiration windows closed. Averaged 19 upsell items per shift through targeted add-on and combo upgrade recommendations based on seasonal menu highlights and guest preferences.

PROFESSIONAL EXPERIENCE

CORE TEAM MEMBER

MILNER CREEK EATERY, BURLEY, ID | 2021 – PRESENT

- Averaged 19 upsell items per shift by recommending add-ons and combo upgrades based on seasonal menu highlights and guest preferences.
- Kept weekly spoilage cost at \$18 by monitoring holding-time logs every 90 minutes and pulling items before expiration windows closed.
- Cut average service time per order from 4.3 minutes to 2.8 minutes by reorganizing the drink and condiment station layout for faster assembly.
- Developed a standard operating procedure for daily prep rotation that the location adopted across all 3 shifts.

TEAM MEMBER

SNAKE RIVER PROVISIONS, RUPERT, ID | 2017 – 2021

- Suggested desserts and side items to guests at the register, averaging 14 upsell items per shift during weekday lunch service.
- Reduced average service time from 4.7 minutes to 3.1 minutes per order during dinner rushes by prepping garnish trays and sauce cups before the 5 p.m. rush.
- Trained 5 newer team members on the dinner line setup, with each cleared to work the line alone after 4 shifts.
- Processed up to 174 transactions per shift on the POS system, keeping the cash drawer balanced to within \$0.47 variance.

TEAM MEMBER

RAFT RIVER GRILL, HEYBURN, ID | 2014 – 2017

- Averaged 9 upsell items per shift by learning menu pairings and asking targeted questions about drink and appetizer preferences.
- Held spoilage cost to \$43 per week by alerting the shift lead to slow-moving items and incorporating them into daily specials before discard deadlines.
- Completed all opening duties, including equipment checks and station setup, within 25 minutes to keep service time under 3.4 minutes per order during the first hour.

EDUCATION

Associate of Arts in Business Administration

College of Southern Idaho, Twin Falls, ID | 2012 – 2014