



# Hannah McCoy

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🔗 <https://hmccoy1515.wixsite.com/hannahsportfolio>

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## PROFESSIONAL SUMMARY

Motivated server with engaging personality and flexible approach. Upbeat, friendly and anticipating customer needs to facilitate enjoyable dining experiences.

## SKILLS

**Strong Work Ethic**

**Cash Handling**

**Sales Techniques**

**POS system proficiency**

**Exceptional customer service**

**Guest Engagement**

**Memory retention**

## WORK HISTORY

### SERVER/BARTENDER

11/2021 to CURRENT

#### Andale Cantina | Buffalo, NY

- Cultivated warm relationships with regular customers.
- Performed opening and closing duties, ensuring the dining area was prepared for seamless service transitions.
- Enhanced customer satisfaction by promptly attending to their needs and providing personalized service.
- Bussed and reset tables to keep dining room and work areas clean.
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### SERVER

02/2020 to 11/2021

#### Olive Garden | Buffalo, NY

- Demonstrated strong multitasking skills by managing multiple tables simultaneously without compromising service quality.
- Served food and beverages promptly with focused attention to customer needs.
- Worked with POS system to place orders, manage bills, and handle complimentary items.
- Collaborated with team members during busy shifts for efficient workflow and excellent guest experiences.

### DELIVERY DRIVER

05/2018 to 02/2020

#### Picasso's Pizza And Subs | Buffalo, NY

- Improved customer satisfaction by consistently delivering orders on time and with accuracy.

- Verified orders prior to completing deliveries to avoid customer complaints.
- Managed cash and credit card transactions accurately, minimizing discrepancies in daily sales reports.
- Utilized strong organizational skills to efficiently manage multiple deliveries per shift without compromising quality or timeliness of service.

## **SHIFT MANAGER**

*05/2015 to 02/2020*

### **Picasso's Pizza And Subs | Buffalo, NY**

- Handled escalated customer issues effectively, demonstrating strong problem-solving skills while upholding company values and standards.
- Trained new employees on company policies, procedures, and job responsibilities, ensuring seamless integration into the team.
- Trained and mentored new employees to maximize team performance.
- Improved overall team performance by effectively delegating tasks and providing clear instructions.
- Supervised employees and oversaw quality compliance with company standards for food and services.

## **FOOD SERVICE WORKER**

*05/2015 to 02/2020*

### **Picasso's Pizza And Subs | Buffalo, NY**

- Utilized strong multitasking skills to manage multiple orders simultaneously without compromising quality or accuracy.
- Maintained clean, trash-free workspaces to maximize productivity and safety.
- Supported team members during peak hours, ensuring smooth operations and minimal wait times for customers.
- Restocked supplies and prepared additional ingredients during downtime for expected busy periods.

## **EDUCATION**

Communications And Media Arts

*EXPECTED IN 12/2024*

### **Erie Community College, Buffalo, NY**

### **High School Diploma**

*06/2018*

### **West Seneca West Senior High School, West Seneca, NY**