

Nathaniel Salazar

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Objective

Passionate and customer-oriented restaurant worker with 2+ years of experience performing food service jobs to deliver outstanding guest experiences. Talented at preparing quality food, preserving facility's welcoming atmosphere, greeting customers, and handling sales transactions. Adept at addressing and resolving customer complaints and carrying out all assigned duties. Equipped with organizational, interpersonal, multi-tasking, and relationship-building skills to meet first-class food standards.

Experience

Chick-fil-a | Customer Service/Kitchen Trainer

10/2021 – 01/2024

- Provide superior customer service and work quality while demonstrating attention to detail.
- Serve 100+ guests daily at the front register and drive-thru, displaying hospitality to further Chick-fil-A's values.
- Maintained exceptional drive-thru, closing and production times completing orders within 2-3 minutes.
- Offer food service support and report pressing issues to managers while promoting brand, culture, and standard of excellence.
- Fulfill special requests, assist with food assembly, and maintain clean work area.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Provide ongoing coaching and recognition to increase team's performance.
- Motivated co-workers to present their best work every day to deal with on-site customer relations politely and effectively.
- Delivered in-depth training to workers in food preparation and customer facing roles to promote strong team performance.
- Organized tables and chairs and escorted customers who needed assistance to dining area.
- Reporting and responded to guests' concerns and complaints in a warm and courteous way.
- Operate cash register, receive payment from customers in cash or credit card, accurately counts and provides change.
- Cleaned and sanitized work areas, equipment, utensils, dishes, and silverware to prevent spoilage of food stored in designated containers and storage areas.
- Washed, and cut various foods to prepare for cooking or serving.
- Performed various tasks assisting the supervisors such as weekly maintained and cleaned several mechanical devices used in food preparation.
- Always maintained a clean and organized workstation; washed pots, pans and utensils as needed throughout each shift.
- Received and stored food supplies, equipment, and utensils in refrigerators, cupboards, and other storage areas.
- Adhered strictly to all food safety guidelines when managing raw ingredients and cooked dishes; minimized the risk of contamination or illness.
- Perform other requests and assignments as requested by management.

- Earned recognition as Employee of the Month on five of the seven months the program was in place.

Walgreens | Customer Service Associate

- Customer Service Associate
- -Serving 100+ customers per day at register, finding items, delivery services and needs.
- -Performing tasks of reorganizing aisles, bays and end stands on deadlines for new products to be presented.
- -Multi-tasking in serving guests while also completing task lists in timely manner
- -Answering phone calls and possibly providing customer with secondary helpful information to benefit guests. Transferring and referring calls as well.
- Upselling and finding replacement items for customers
- Selling Credit Card Program to customers- winning first place in store bracket for Credit Card Sign up

Education

John Marshall High School

Graduation 2024

Skills & abilities

- Excellent customer service
- Handling customer complaints
- Teamwork and collaboration
- Coaching and mentoring
- Training materials
- Food preparation and safety
- Performance improvement
- Kitchen equipment operation/procedures