

**Niyah Jones**  
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## **SUMMARY:**

Driven and reliable team member looking to obtain a customer service, server, cashier, or stock position where I can utilize my outstanding customer service skills, and work within a workplace with a high volume of customers. I have experience with processing payments, troubleshooting, assisting customers, customer service, stock, food preparation, serving, sales, and working within various departments in service.

## **WORK EXPERIENCE:**

### **Pret A Manger:**

*Team Member*

**June 2018 - September 2020**

- Communicated with approximately 20 customers a day regarding orders, comments, and complaints
- Accepted payment from customers and make the change as necessary
- Requested and recorded customer orders, and computed bills using POS cash registers
- Prepared daily food items such as sandwiches, salads, soups, and hot or cold beverages
- Cleaned and organized eating, service, and kitchen areas
- Monitored and ordered food items and supplies weekly
- Restocked as necessary to maintain inventory
- Relayed food orders to cooks
- Assisted in collecting, washing, and returning dirty dishes

### **Botanical Gardens:**

*Barista*

**December 2020 - August 2021**

- Served different types of coffees, teas, juices, liquor
- Cleaned barista machines
- Served pastries to customers
- Followed first in first out rule with pastries and milks
- Worked at pop up events in the gardens serving alcoholic drinks, coffees, teas, snacks, and foods

### **WholeFoods Marketplace:**

*Cashier*

**March 2017- December 2017**

- Working cash registers to check out customers
- Assisting customers with delivery services using WFM Instacart
- Knowledge of dealing with credit, debit, and gift card transactions
- Helped customers find specific products, answered questions, and offered product advice
- Operated cash register, collected payments, and provided accurate change
- Assisted with purchases, locating items, and signing up for rewards programs
- Maintained professional store appearance by inspecting checkout areas and directing team members to clean.

### **Rainbow Clothing Store:**

*Sales Associate*

**February 2023 - January 2024**

- Handled inventory stock, and scanned and documented missing and available merchandise in the system
- Hung up merchandise, tagged merchandise with price tags, censored merchandise, handled customer returns, cashier, served an amount of 20 plus customers a day, POS, cleaned and organized retail store, closed store, handled cash transactions, card transactions.

### **Hilton Grand Vacations:**

*Call Transfer Agent*

**November 2024 - March 2025.**

- Pitched Sales and time shares to guests with knowledge of the Hilton vacation packages in office over the phone and sold Hilton vacation packages.

