

Michael Domke

| michael_domke@yahoo.com |

SUMMARY

Attentive individual offering 5 years of experience in counter work. Committed to delivering great service and highly efficient in processing cash and credit card payments. Outgoing student pursuing flexible part-time employment. Hardworking Crew Member boasts solid understanding of operational practices and safety standards. Capably comprehends and follows detailed instructions to complete work tasks. Contributes to overall team success.

SKILLS

- Issue Resolution
- Order Processing
- Friendly and Outgoing
- Verbal and Written Communication
- Customer Service
- Teamwork and Collaboration
- Stocking and Replenishing
- Cash Drawer Operations
- Multitasking and Organization
- Cash Handling
- Stocking and Replenishment
- Customer Relations
- Collaboration and Teamwork

EXPERIENCE

Cafe Worker, The Brew (on campus job), March 2023-Current

Milwaukee, Wisconsin

- Kept restaurant lobby, front counter and restrooms neat and clean throughout shift.
- Served food quickly for positive guest experiences.
- Brewed coffee and tea for beverage area and restocked with paper goods, creamer and sugar.
- Protected staff and customers from infection by cleaning and sanitizing surfaces and equipment.
- Offered support to other stations during high-volume shifts to maintain optimal coverage and meet customer needs.
- Assisted cook with prep work by cutting vegetables and preparing side dishes and salads.
- Rotated and replenished products in display cases.
- Reviewed daily task list with employees and assigned tasks for completion.
- Managed inventory and rotated food products in storage to avoid spoilage and waste.
- Supervised portion control and quantities of preparation to minimize waste.

Crew Member, Chipotle, July 2020-August 2022

Libertyville, IL

- Kept restaurant lobby, front counter and restrooms neat and clean throughout shift.
- Wiped down tables and equipment, swept and refilled stock.
- Organized and restocked supplies to support operations and team productivity.
- Interacted pleasantly with guests to deliver quality customer service.
- Presented orders to guests within anticipated service times.
- Prepared quality products while maintaining portion control and presentation within service goal times.
- Maintained high standards of customer service during high-volume work shifts and fast-paced operations.
- Processed cash and credit card payments, promptly returning receipts, coin, bills and payment cards to customers.
- Warmly greeted visitors to promote great customer service and positive ordering experience.

Caddie, Conway Farms Golf Club, June 2018-August 2019

Lake Forest, IL

- Informed golfers and visitors with course knowledge.
- Maintained tact and professionalism in high-pressure situations.
- Monitored, located and retrieved errant shots.
- Communicated proactively to resolve disputes or handle complaints.
- Built relationships with members and guests and created welcoming and warm environment that promoted future visits.
- Served guests with enthusiastic, helpful demeanor to promote positive, memorable experiences.
- Welcomed, greeted and interacted with members and guests and verified proper equipment operation.
- Provided physical assistance to visitors getting onto and off of rides.
- Cleaned golf carts, clubs and golf balls.
- Calculated yardage and reported to golfers.

EDUCATION AND TRAINING

High School Diploma

Warren Township High School, Gurnee, IL May 2022

- NHS (National honors Society) Recipient
- Père Marquette Award Recipient
- 3.5 GPA
- Participated in Track and field, throughout all 4 years of high school
- Participated on the diving team for 2 years of high school

Digital Media, Marquette University, Milwaukee WI