

Danielle Balding

Experienced Server

Malvern, AR 72104

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I am an experienced server with more than five years of experience in providing satisfactory customer service to guests at quality establishments. I am a quick learner and a team player with excellent communication skills. I am quickly and easily able to memorize the menu items which gives me the ability to "upsell" alcohol, dessert, and appetizers to customers. I am looking to leverage my knowledge and experience into a waitressing or other hospitality role in a positive, upbeat, fast-paced workplace!

Authorized to work in the US for any employer

Work Experience

Food Service Worker

Brenda's Dairy Bar - Shannon Hills, AR

October 2016 to Present

I am responsible for:

- Greeting customers
- Taking accurate orders
- Collecting payments, cash and cards, and giving back correct change
- Hand mixing shakes
- Occasionally cooking/preparing food
- Handing out orders
- Maintaining a clean workplace
- Answering the phone, etc.

Server

Ward's The Crawfish Hole - Hot Springs, AR

January 2019 to April 2019

- My priority was to ensure that every guest had a pleasant, prompt, enjoyable dining experience and that they left satisfied with intentions of returning to dine with us again!
- As the only full time server on staff, I was entrusted with more responsibilities such as arriving early every day to set up and open the restaurant before guests and other employees arrived, as well as close the restaurant when it was time.
- The extra responsibility gave me a sense of purpose and I really enjoy being someone my boss can count on!

Server

Chile Peppers Tex-Mex Grill - Malvern, AR

March 2014 to December 2017

I worked as a server and was responsible for:

- Greeting customers

- Taking accurate food and drink orders
 - Serving food
 - Preparing beverage refills when needed
 - Counting/handling money, processing cards, and giving correct change
 - Making sure the guests were always satisfied with their dining experience.
 - I was also responsible for doing my “side work” which included:
 - Cleaning my section including tables/chairs and floors, and
 - Rolling silverware
 - Refilling dressing bottles and lettuce, tomato, shredded cheese, and jalapeños for expo area
 - Stocking cups, to-go containers, etc.
- I excelled at this job quickly and was one of only two servers “strong” enough to stay on and work the floor by myself during the middle of the day when the other servers left for a few hours (split shift).

Bartender

Electric Cowboy - Little Rock, AR
November 2016 to May 2017

I was responsible for:

- Greeting bar patrons
- Mixing and serving drinks in a timely fashion
- Taking payments (both cash and card) and giving correct change
- Keeping my bar stocked
- Cleaning my work space after closing
- Occasionally staying late to help decorate/set up for certain planned occasions

Cashier/Sales Associate

Walgreen's - Malvern, AR
January 2014 to February 2014

Responsibilities:

- I greeted every customer to walk in the door
- Assisted anyone who needed help finding something within the store
- Handled money and accurately counted back change
- Stocked shelves
- Swept the floors
- Handled returns
- Made sure the customer had an enjoyable experience in our store.

Skills Used:

- Customer Service
- Money Handling
- Basic Cleaning
- Stocking

Customer Service/Crew Member

McDonald's - Malvern, AR
October 2011 to March 2013

As a crew member, my job was to:

- Take accurate orders, both in the drive-thru and in the lobby
- Collect payments

- Count back change
- Bag and hand out correct food
- Prepare drinks, shakes, ice cream cones, etc.
- Make sure the customer experiences excellent service
- And other things such as basic cleaning and stocking supplies.

Education

Bachelor's in Nursing (unfinished-did not graduate)

Henderson State University - Malvern, AR

August 2015 to March 2017

Associate in Art- General Studies

College of the Ouachita's - Malvern, AR

January 2014 to May 2015

High school or equivalent in General Studies

Glen Rose High School - Malvern, AR

September 2009 to May 2013

Skills

Customer Service (7 years), Waitress (5 years), Restaurant Server (5 years), Medical Terminology (2 years), Microsoft Office (6 years), Powerpoint (6 years), Typing (10+ years), Bartending (Less than 1 year), Social Networking (8 years), Communication (10+ years), Money Handling (7 years), Basic Computer Skills (10+ years)

Links

<https://www.facebook.com/xodannijo>

Certifications/Licenses

Driver's License

September 2017 to September 2025

BLS/CPR

July 2015 to July 2017

Customer Service

Present

QPR Suicide Prevention Gatekeeper

December 2015 to Present

Mandated Reporter Training

December 2016 to Present

