

## **Chase (Hailey) Walton**

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Chick-fil-a      December 2021 - July 2022      Cashier

Manage and process sales transactions, interface with customers, and provide a high-quality dining experience for guests

Maintain order accuracy and timely fulfillment for to-go orders

Complete training in the internal POS system and third-party delivery apps, such as UberEats and DoorDash

Participated in other functions, such as cart retrieval, during off-peak hours

Completed sales orders in-person and online

Processed returns and refunds

De-escalated customer complaints and referred issues to management as required

Balance cash register with accuracy and efficiency at the end of each shift

Menchies Frozen Yogurt      October 2022 - October 2023      Cashier / Shift Leader

Coordinate with management teams to establish an inclusive, collaborative work culture and drive continuous improvements to meet quality standards

Manage and process sales transactions, interface with customers, and provide a high-quality dining experience for guests

Maintain order accuracy and timely fulfillment for to-go orders

Contribute to increased sales by upselling add-ons and desserts

Responsible for careful packaging of goods in paper, plastic, or reusable bags

Supported all lanes of checkout during peak shopping hours

Collaborated with other staff to increase efficiency during peak hours

Participated in other functions, such as cart retrieval, during off-peak hours

Train new hires on sales processes, customer service, and POS systems

Manage checkout area during peak sales seasons

Created a presentable and welcoming checkout area

De-escalated customer complaints and referred issues to management as required

Balance cash register with accuracy and efficiency at the end of each shift

Greet customers and assist them as needed

Maintain top ratings from management

Stocked shelves and created sales displays

Greeted customers and offered assistance

Kept store clean and well maintained at all times

Manage cash, credit card transactions, and refunds using point-of-sale tills

Respond to customer questions quickly and professionally and make purchasing suggestions when appropriate

Mentor new staff members to ensure high standards of customer service and provide guidance on company procedures

Kale Me Crazy            October 2023 - Present            Cashier

Manage and process sales transactions, interface with customers, and provide a high-quality dining experience for guests

Maintain order accuracy and timely fulfillment for to-go orders

Complete training in the internal POS system and third-party delivery apps, such as UberEats and DoorDash

Responsible for careful packaging of goods in paper, plastic, or reusable bags

Collaborated with other staff to increase efficiency during peak hours

Completed sales orders in-person and online

Set up point-of-purchase displays

Manage checkout area during peak sales seasons

Created a presentable and welcoming checkout area

Processed returns and refunds

Provided high-quality customer service, managed and processed sales transactions, and guided customers through the purchase process

Balance cash register with accuracy and efficiency at the end of each shift

Greet customers and assist them as needed

Greeted customers and offered assistance

Kept store clean and well maintained at all times

Manage cash, credit card transactions, and refunds using point-of-sale tills

#### Education

August 2020 - Present (graduation is in may 2024)

Druid Hills High, 1798 Haygood Dr NE, Atlanta, GA 30307