

Maya Pember-ton-Johnson

Service Crew

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Languages

English

About

With a background in customer service from roles at McDonald's and Swiss Butter, I've developed strong retail skills including client help, upselling, order preparation, and store operations. Known for handling high-pressure situations, maintaining cleanliness, and ensuring customer satisfaction. Proficient in English.

Experience



● Service Crew / Waiter

McDonald's | Jul 2022 - Nov 2022

Responsibilities:

- Supervised tables and ensured customer satisfaction
- Took orders and served food and drinks promptly
- Maintained cleanliness and hygiene in the restaurant

Achievements:

- Successfully handled a high-pressure situation when the restaurant was understaffed
- Consistently received positive feedback from customers on service and professionalism



● Chef

Princess of Wales | Jan 2023 - May 2023

Responsibilities:

- Prepared and cooked meals in accordance with recipes, menus, and food safety regulations
- Maintained kitchen equipment and inventory of food and supplies
- Trained and supervised kitchen staff, including delegation of tasks and ensuring quality control

Achievements:

- Developed and implemented a new menu that successfully increased sales by 20%
- Received multiple compliments from customers and management on the taste and presentation of dishes

● Kitchen Assistant

Appetitie4work | Nov 2022 - Nov 2023

1 year of experience

Responsibilities:

- Maintained cleanliness and orderliness of kitchen area
- Assisted in food preparation and plating
- Operated and maintained kitchen equipment and tools

Achievements:

- Successfully executed on-time delivery of meals to customers
- Received positive feedback for culinary skills and teamwork from kitchen staff and management



● Food Runner

Barge East | Apr 2022 - Jun 2022

Responsibilities:

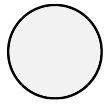
- Delivered food to customers promptly, efficiently, and accurately
- Communicated with kitchen staff to ensure correct orders were delivered
- Maintained a clean and organized work environment

Achievements:

- Consistently received positive feedback from customers for excellent service
- Successfully trained new food runners on proper procedures and techniques, leading to increased efficiency in the restaurant's operations

Experience Summary

Years of Experience 0 1 2 3 4 5 or more



- **Waiter**

Swiss Butter | Jul 2023 - Dec 2023

My main responsibility as a waitress was welcoming and seating guests, taking guest orders, communicating them effectively to the kitchen and in addition, memorizing the menu and offering recommendations to upsell appetizers, desserts, or drinks.