

Caroline Morris

Dining Room Attendant

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📍 Springfield, MA 01103

STRENGTHS

- ♥ **Service readiness**
Kept stations supplied and orderly during busy meal periods, a quick check often made later service much smoother.
- 📌 **Food safety**
Recorded temperatures and rotated dated stock during storage checks, helping coworkers trust each product before service.
- ♥ **Customer care**
Answered menu questions at the counter with patience, turning hurried transactions into clear and welcoming interactions.
- 👥 **Team guidance**
Used demonstrations and simple checklists with student attendants, giving new staff a comfortable path into service work.
- ✅ **Operational accuracy**
Balanced register details and completed logs carefully, becoming a dependable resource when supervisors reviewed daily records.

SKILLS

Food preparation Beverage service

Customer service Cash handling

POS systems Inventory control

Stock rotation Temperature logs

Waste records

Cleaning procedures

Standard recipes Food storage

Sanitation practices

Student supervision

Operational records

SUMMARY

Dining service professional with two years supporting busy cafeteria and hospitality operations through **food preparation**, beverage service, customer care, **cash handling**, inventory rotation, sanitation, and daily opening and closing routines. ServSafe Food Handler certified, with practical knowledge of standard recipes, **safe storage temperatures**, **cleaning chemicals**, POS transactions, register reconciliation, waste tracking, and operational records. Experienced in guiding student and part time staff through station setup, portion control, service expectations, sanitation routines, and clear task assignments. Comfortable working independently during demanding meal periods while maintaining accurate logs, dependable product handling, and welcoming counter service. Brings steady performance during prolonged standing, load carrying, weekend and holiday schedules, and essential dining operations where safe food, accurate transactions, clean work areas, and reliable records support a positive customer experience.

EXPERIENCE

Dining Services Attendant

Elm Street Conference Center 📅 October 2025 to Present 📍 Springfield, Massachusetts

Supports cafeteria and event meal operations, balancing food production, guest service, register activity, **inventory** control, sanitation, records, and guidance for student and part time attendants.

- Prepared beverages and menu items from **standard recipes**, keeping service stations supplied during peak meal periods.
- Processed POS purchases and cash transactions, balancing register activity for dependable end of day reconciliation.
- Trained student attendants through demonstrations and checklists, clarifying setup, portioning, sanitation, service, and closing expectations.
- Checked refrigerated, frozen, and dry storage, recording temperatures and rotating products before spoilage affected service.
- Counted food, beverage, disposable, and cleaning supplies, submitting requests before shortages disrupted scheduled operations.
- Directed counter and equipment cleaning, using food **sanitation** practices and safe chemical handling during assigned shifts.

Food Service Associate

Maple Commons Café 📅 October 2024 to September 2025 📍 Chicopee, Massachusetts

Delivered café counter service while managing **food preparation**, customer questions, register transactions, workstation readiness, sanitation documentation, **stock rotation**, and closing controls.

- Prepared café foods and beverages from **standard recipes**, using routine equipment during steady **customer service**.
- Explained menu selections and answered customer questions, completing accurate register transactions at the service counter.
- Opened service areas by checking supplies, preparing equipment, stocking products, and confirming clean work surfaces.
- Recorded temperature, cleaning, storage, and waste checks, providing supervisors dependable documentation for operational reviews.
- Rotated dated inventory using first in, first out practices, flagging aging or damaged stock before service.
- Closed work areas by cleaning equipment, securing products, organizing supplies, and documenting register information.

PROJECTS

Safe Service Station Program 📅 2025

Created a practical station routine linking setup, temperature checks, stock rotation, cleaning, and closing records. Good dining service begins with care for people and dependable habits, values reflected in consistent daily execution.

LANGUAGES

English Native

Spanish Intermediate

MY CAREER

0 MONTHS

Café Inventory Control Review 2024

Reviewed storage organization, dated product rotation, supply counts, and waste documentation during café work. Small operational choices protect food quality, support coworkers, and help customers receive dependable service.

LEADERSHIP & AWARDS

- Recognized by supervisors for dependable service coverage during busy cafeteria and event meal periods.
- Trusted to train student and part time attendants on station setup, sanitation, customer care, and closing routines.
- Selected for recurring responsibility with register reconciliation, temperature records, inventory counts, and supply requests.

EDUCATION

Certificate in Culinary Arts and Food Services

Springfield Technical Community College GPA: 4.0 2024 Springfield, Massachusetts

Coursework: Food preparation, food safety, sanitation practices, inventory control

CERTIFICATIONS

- ServSafe Food Handler 2024
- Food Safety and Sanitation Training 2024

TECHNICAL SKILLS

- **Food Preparation:** Standard recipes, menu production, beverage preparation
- **Food Service Equipment:** Manual equipment, mechanical equipment, food service tools
- **Point of Sale Systems:** POS terminals, cash registers, transaction processing
- **Cash Handling:** Cash receipts, calculators, deposit preparation
- **Inventory Control:** Product counts, supply requests, inventory records
- **Food Storage:** Refrigerated storage, frozen storage, dry storage
- **Food Safety:** Safe temperatures, food handling, spoilage prevention
- **Sanitation Practices:** Cleaning procedures, chemical handling, work area sanitation
- **Operational Records:** Temperature logs, waste logs, daily reports
- **Staff Training:** Oral instructions, written checklists, student employee supervision

PROFESSIONAL AFFILIATIONS

- Culinary arts community participant, sharing practical food safety and service habits with fellow learners.
- Dining operations peer resource, supporting coworkers with station readiness, stock rotation, and customer service questions.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST