

RESUME BUILDER: BULLET POINT EXAMPLES FOR COMMUNICATING COMMON PART-TIME JOBS

Many students have a difficult time talking about the skills they developed during various part-time jobs and even consider not including these experiences on their resume. Although some part-time experiences seem irrelevant, it is important to remember the underlying skills, or transferrable skills, that are useful and relevant for any career. Some examples include communication skills, teamwork skills, problem-solving skills, organization skills, leadership skills, learning skills, etc. Here are some examples of how others have communicated on their resume, the skills obtained in some of the most common part-time jobs.

RETAIL JOB

Money Handling Examples:

- Deliver prompt, efficient customer service while maintaining a high level of accuracy in a fast paced retail environment.
- Accurately manage money in cash drawer, balancing at the beginning and end of each shift.
- Calculate total payments during each shift and reconcile with total sales.
- Manage a high volume of money and balanced cash drawers nightly.

Customer Service Examples:

- Provide friendly, prompt, and efficient customer service with a high level of accuracy at the POS.
- Effectively advise customers on purchases by maintaining a high level of knowledge about store products.
- Consistently receive excellent reviews for customer service resulting in a raise after 6 months.
- Utilize strong communication and problem solving skills to effectively resolve customer concerns, ensuring a pleasant shopping experience.
- Build rapport with customers from diverse backgrounds utilizing a friendly, genuine, and helpful attitude.
- Awarded employee of the month for strong customer service skills and being a great team player.
- Provide a high level of customer service in a large, fast paced retail store that averages 40 customers an hour.
- Assist customers on the sales floor and in the fitting rooms, providing helpful advice and product knowledge.
- Maintain a calm and friendly attitude in stressful, fast paced circumstances.
- Drive revenue by communicating and demonstrating benefits of products and special offers to customers.
- Identify and respond to security risks and thefts in a safe and timely manner.
- Maintain customer files and follow up on sales to create brand loyalty and increase customer satisfaction.
- Maintain a "customer first" approach in a busy environment with multiple demands.

Sales Examples:

- Consistently exceed weekly sales goals by effectively assisting customers and upselling at the POS.
- Exceed daily sales goals by an average of 25% resulting in a promotion to Lead Cashier.
- Earned top selling sales associate for 3 months in a row.
- Contribute to achieving team sales goals by providing consistent, strong customer service on the sales floor.

Management/Organizational Examples:

- Monitor checkout stations ensuring all are staffed and cash and change levels are adequate.
- Manage POS cash register station, ensuring customers are assisted and phones are answered in a timely manner.
- Effectively manage multiple responsibilities and demands using problem solving and time management skills.
- Manage sales floor inventory levels, cleanliness, and ensure proper merchandise set up at all times.
- Plan and organize monthly store display changes according to home office specifications.
- Perform opening and closing procedures ensuring all tasks are completed accurately.
- Promoted to key holder after 6 months of demonstrating a high level of responsibility, maturity, and initiative.
- Prepare daily deposits and sales reports.

Team Building/Communication Examples:

- Developed constructive working relationships with supervisors and co-workers and maintained them over time.
- Voted employee of the month by supervisors for best supporting team member.
- Consistently offer support and demonstrate initiative on a large, high achieving retail team.
- Motivate staff to meet goals by creating an incentive program and providing positive feedback.
- Train new sales associates on all facets of job operations.

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FOOD SERVICE JOB

Waiter/Waitress Examples:

- Routinely manage an 8 table section on busy Friday and Saturday nights, maintaining a calm and friendly attitude in stressful, fast paced circumstances.
- Provide a high level of customer service in a large, fast paced restaurant that averages 40 customers an hour.
- Identify and resolve problems in a friendly and professional manner, ensuring repeat business.
- Educate customers about various food options, making appropriate recommendations when possible.
- Received excellent annual review for customer service resulting in a raise after 6 months.
- Deliver prompt, efficient customer service while maintaining a high level of accuracy at the cash register.
- Communicate effectively with hostesses, cooks, bartenders, busboys, and other wait staff to ensure seamless customer dining experience.
- Learn and memorize daily menu items, ingredients, and wine and beer details quickly in order to effectively communicate options to customers.
- Successfully navigate a variety of customer moods, behaviors and agendas in order to ensure customer satisfaction.
- Manage and prioritize multiple tasks such as food and drink preparation, cleanup, re-stocking and cash out while keeping track of tables at various stages of the meal.
- Consistently meet or exceed sales goals by successfully upselling desserts and drinks.
- Build rapport with customers from diverse backgrounds utilizing a friendly, genuine, and helpful attitude resulting in many repeat visits.

Busboy/Dishwasher/Cook Examples:

- Communicate clearly and effectively with coworkers and management to help ensure a positive customer experience.
- Follow procedures for safe food preparation, assembly, and presentation.
- Assist management with stock ordering and inventory control.
- Cross-train new team members to ensure seamless service.
- Take initiative to find extra tasks when scheduled duties are completed.
- Manage and prioritize multiple tasks in a fast paced and high pressure environment.
- Developed constructive working relationships with supervisors and co-workers and maintained them over time.
- Earned a raise after 6 months of demonstrating a high level of responsibility, maturity, and initiative.
- Perform duties quickly and efficiently, always finding new ways to increase productivity.

Host/Hostess Examples:

- Mastered point-of-services (POS) computer system for automated order taking.
- Handle currency and credit transactions quickly and accurately.
- Manage hostess station ensuring customers are seated, multi-line phone is answered and to-go orders are completed.
- Communicate clearly and effectively with coworkers and management to help ensure a positive customer experience.
- Train new hosts and hostesses on all facets of job operations.
- Manage and prioritize multiple tasks such as customer seating, phone calls, to-go orders, cash out, cleanup and restocking.
- Successfully navigate a variety of customer moods, behaviors and agendas in order to ensure customer satisfaction.
- Provide a high level of customer service in a large, fast paced restaurant that averages 40 customers an hour.
- Deliver prompt, efficient customer service while maintaining a high level of accuracy at the cash register.
- Consistently receive excellent reviews for customer service resulting in a raise after 6 months.
- Earned reputation as team member “most likely to come to work with a smile”

Bartender Examples:

- Manage and prioritize multiple tasks in a fast paced and high pressure environment.
- Build rapport with customers from diverse backgrounds utilizing a friendly, genuine, and helpful attitude.
- Manage hostile behavior utilizing conflict resolution skills and the ability to make swift decisions.
- Utilize strong memorization skills to recall customer names, favorite drinks, and previous conversations resulting in better customer rapport and tips.

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Management Examples:

- Lead a team of 15 employees during any given shift.
- Motivate team to meet goals by creating an incentive program and providing positive feedback.
- Manage training of new employees on all facets of job operations.
- Perform opening and closing procedures ensuring all tasks are completed accurately.
- Promoted to key holder after 6 months of demonstrating a high level of responsibility, maturity, and initiative.
- Prepare daily deposits and sales reports.
- Effectively manage multiple responsibilities and demands using problem solving and time management skills.
- Utilize strong communication and problem solving skills to effectively resolve customer and staff concerns.
- Build rapport with customers and staff from diverse backgrounds utilizing a friendly, genuine, and helpful attitude.

BABYSITTING/NANNY JOB

- Supervise and maintain the safety and well-being of one infant and two toddlers on a daily basis.
- Organize activities, meals and daily tasks of children.
- Anticipate the family's needs and demonstrate initiative by providing additional services such as cleaning and organizing.
- Manage hostile behavior with patience, care and problem solving skills.
- Coordinate everyday activities that encourage education and constructive progress.
- Create a fun, secure and nurturing environment in which children CAN flourish.

LIFEGUARD JOB

- Responsible for maintaining a safe and secure area by enforcing facility rules, policies, and procedures.
- Utilize strong communication and problem solving skills to effectively resolve patron concerns.
- Answer queries on a wide variety of issues including complaints involving disorderly conduct, theft and similar activities and explain procedures to visitors.
- Design and teach lifeguard training, including other guards and community members.
- Provide excellent customer service to all pool patrons by exemplifying a positive attitude and exceeding the needs of patrons.
- Educate members of the swimming association on water safety and its importance.
- Utilize strong observation skills during busy summer months in order to detect potential hazards and water emergencies.
- React calmly and swiftly in order to provide lifesaving care and first aid following a detailed emergency action plan.
- Conduct daily check of area and equipment for safety, cleanliness, and good repair.

OFFICE/ADMINISTRATIVE JOB

- Plan and schedule meetings and events for 10 person staff utilizing Microsoft Outlook.
- Provide exceptional customer service and ensured clients' needs were met during office visits.
- Manage 3 line telephone system, responding to various internal and external inquiries, routing to appropriate employee when appropriate.
- Organize and accurately maintain filing system of confidential information.
- Develop and manage a client contact database resulting in a 58% increase in communication.
- Coordinate activities with other employees to ensure timely completion of projects and tasks.
- Provide efficient and professional administrative support to the VP of Finance with a demonstrated ability to improvise, improve procedures, and meet demanding deadlines.
- Write and send professional weekly office debriefs to department head.
- Utilize communication and problem solving skills by listening attentively to customer complaints and reviewing possible solutions to ensure satisfaction.
- Communicate regularly with office staff to ensure supply needs are met and orders are placed in a timely fashion.
- Translate for Spanish speaking clients in meetings and through email.
- Process and record product shipments following inventory control processes.
- Orchestrate special events and meeting reservations.

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- Investigate and resolve billing problems for an 18 member manufacturer's buying group.
- Promoted rapidly from front-desk support to assistant office manager.
- Assist with general accounting functions and review, analyze and report on periodic expenditures.
- Register incoming patients while maintaining professionalism and confidentiality.
- Coordinate and manage multiple priorities and projects in a fast paced environment.
- Schedule an average of 20 appointments a day while managing reception of customers, 2 phone lines, and multiple projects and tasks.
- Manage travel and expense reports for department team members.
- Coordinate corporate luncheons and develop presentations for meetings and special events.
- Organize the details of special events including invitations, catering, room reservations, travel arrangements, agendas, and itineraries.

PET CARE JOB

- Provide primary consultations with new customers; explain service agreement, care procedure, and assessment of pet.
- Provide in-home pet care including; leashed walks, off leash socials, feeding, playing and pet taxi.
- Established a 20-account customer base through local marketing strategies and referrals.
- Developed and built summer business generating \$3,000 in 3 months.

LAWN CARE JOB

- Developed and built summer lawn care business generating more than \$5,000 in 4 months.
- Managed 25 residential and business accounts, ensuring customers' full satisfaction with service.
- Follow planned landscaping designs to determine where to lay sod, sow grass, or plant flowers and foliage.
- Care for established lawns by mulching, aerating, weeding, grubbing and removing thatch, and trimming and edging around flower beds, walks, and walls.
- Advise customers on plant selection and care.