

Sample Bullets for Resume

Administrative/Desk Assistant/Secretary
Attractions Attendant
Bank Teller
Beauty Consultant
Camp Counselor
Carpenter
Cashier
Cashier and Clothing Department
Childcare Provider/Worker (Daycare)
Computer Lab Attendant
Customer Service Representative
Daycare Worker
Detassler/Roguer
Dining Center Assistant
Door Host
Floor Manager at a grocery store
Food Service Worker/Cook
Host/Waiter/Bartender/Country Club Beverage Cart
Human Resources Assistant
Information Technology / Computer Technician
Museum Assistant (intern)
Library Assistant
Lifeguard/Swim Instructor
Logistics
Nursing Home (C N A)
Nanny/Babysitter/AuPair
Photo Processing Customer Service Associate
Research Assistant
Resident Assistant (Residence Hall)
Residential Assistant/Direct Care Staff
Sales Associate
Stocker at a grocery store
Student Ambassador
Summer Conference Assistant
Telemarketer
Telephone Sales Representative
Temporary Services
Useful Phrases for Resumes
Water Park Attendant

Administrative Assistant/Secretary/Front Desk Assistant

- Answered busy telephone and record detailed messages
- Answered questions about the department and classes from current and prospective students
- Answered questions from residents and guests on diverse topics
- Assisted faculty with correcting assignments and tests, prepare course packs, and other related items
- Enforced university policies and procedures with assistance of hall coordinator
- Executed key administrative duties for over 20 faculty members
- Managed organization of front desk papers and files
- Performed other projects as assigned and general office duties such as filing and data entry
- Provided key administrative and secretarial support to staff comprising 8-10 agents (faculty, professional staff, etc.)
- Ensured accurate preparation and distribution of numerous forms
- Worked full and part time during school, fulfilling progressively responsible duties
- Processed returns, verified deliveries and provided support for Front End Manager
- Responsibilities included order processing, customer service, inventory control, and some packing and shipping (for Data Entry clerk for order department)
- Dealt with customers in a courteous, honest, and professional manner
- Handled, changed and kept large sums of money
- Familiarized self with relevant company policies to enable myself to explain them to customers and new employees
- Took phone calls, assisted customers with questions and problems, data entry, some written correspondence, filing, and general clerical
- Restructured and reorganized entire database system to increase efficiency
- Responsible for the travel arrangements of ten company executives, including scheduling, coordination, and budgeting

Attractions Attendant

- Enthusiastically greeted and welcomed guests as they approached or entered the theme park's various rides and shows
- Screened guests for appropriate attire, food and beverage items, requisite height, and special attraction access information where applicable
- Assisted in the timely departure of rides by assisting guests to seats and helped to secure ride restraints
- Monitored rides and shows
- Evacuated rides and shows in the case of shut downs
- Ensured appropriate safety procedures are followed as instructed
- Maintained orderly queues
- Monitored and measured attraction wait times
- Set up and removed stanchions, ropes, and poles as needed to appropriately configure the length of the queue
- Delivered approved scripts (spieling attractions) to guests
- Employed personal empowerment, empathy and creativity to resolve guest concerns or complaints
- Kept supervisors informed of the situation for resolution
- Provided exemplary guest services at all times and scanned the parks for potential services cues that could lead to a positive service experience for one of our guests
- Maintained clean work environment
- Constantly monitored immediate area and surrounding for trash, debris, and assisted removal as needed
- Performed other duties as needed
- Understood and actively participated in environmental and Health & Welfare responsibilities by following established Universal Studios Orlando Resort policy, procedures, training and team member involvement activities

Bank Teller

- Assisted bank customers in processing all types of checking and savings transactions
- Provided written materials and forms to aid in coordinating additional banking functions
- Interfaced with customers to research account information and resolve issues
- Supervised three Tellers in the absence of Head Teller
- Utilized various types of computerized equipment/software to process information and verify accuracy

Camp Counselor

- Collaborated with two other staff members to plan activities for 15-20 campers
- Designed and developed a camp registration packet
- Monitored and evaluated the performance of campers on a weekly basis
- Utilized varied communication skills through everyday interaction with campers and families
- Taught canoeing, boating, sailing, swimming and basic water ecology courses to grade school campers
- Organized and let activities and supervised groups of campers

Carpenter

- Assisted in a variety of aspects of the construction of residential homes from framing to roofing
- Familiar with blue prints, construction process, contracting and estimating
- Learned the need for communication and the ability to work within deadlines

Cashier

- Answered billing questions for students and parents
- Answered general financial aid questions
- Balanced cash drawer at the end of shift
- Transacted credit card and cash purchases in a fast and efficient manner
- Processed payments and balanced cash drawer daily
- Trained new employees

Cashier Clothing Department

- Learn about products to provide better customer service
- Execute money transactions
- Unpack, display, and maintain the condition of department merchandise
- Instrumental in process of merchandise turnover through markdowns

Childcare Provider/Worker

- Assist in developing a good relationship with families/care givers.
- Assist the supervisor as required in setting up and cleaning away equipment, attending to the needs of children, administrative duties, and any other tasks incidental to the primary contact role.
- Assist the team leader with the recording of children's records and other activities.
- Assist with the indoor and outdoor supervision of the children.
- Attend to physical needs of the children.
- Ensure that the policies of the department and the Funding Authorities are implemented in providing appropriate care and educational programs for children.
- Guided children's behavior and social development
- Helped children with daily routines such as toileting, dressing, eating and sleeping.
- Integrated children with special needs into the program, modifying the program and the physical environment when necessary.
- Observed and recorded children's growth, behavior and development, and discussed with parents.
- Organize a pleasant, welcoming and safe environment for children and staff.
- Performed simple first aid in emergencies.
- Planned and implemented developmental programs, based on observation of individual children.
- Prepared light snacks and meals.
- Prepared play and learning materials and set up the children's environment.
- Responsible for the coordination of the activities of a group of children for short periods of time throughout the day.
- Set up and pack away indoor and outdoor environments at the centre.
- Supervised and trained staff and students undertaking child care training programs.
- Supervised children's play, making sure of their physical safety at all times.

- Work as a member of a co-operative team in order to provide an appropriate educational program for the group/groups of children within the service.
- Participate in fun learning activities with children
- Communicate what happened during the day with the children's parents
- Assisted manager in creating and teaching nursery school curriculum and related activities for up to 15 children each week.
- Assisted manager in planning and establishing special summer programs, such as swimming, miniature golf, trips to the park and to pick blueberries, and other educational and fun experiences
- Initiated morning nursery school program for children not in daily day care, which met a community need and enhanced the day-care center's total program.
- Initiated use of puppets and water and sand tables for 2- to 3-year olds, encouraging creative play and emphasizing hands-on learning
- maintained schedule, including naps and outside play time
- Organize field trips for up to 30 preschoolers to local service agencies, the library and other "learning" centers, which introduce children to the world around them
- Provided safe transportation for school-age children to and from local elementary school.

Computer Lab Attendant

- Answered diverse technology-related questions
- Assisted students with software, hardware, and printing questions and problems
- Maintained and repaired computers
- Oversaw and maintained computers
- Taught weekly class on various programs to students and faculty
- Worked 20 hours a week while taking a full schedule of classes

Customer Service Representative

- Took catalog orders, processed charge card payments, issued refunds, and general problem solving

Detassler/Roguer

- Responsible for recruitment and development for a team of 20
- Created and maintained schedule for all members of team
- Effectively worked unsupervised for 7 hours daily

Dining Center Assistant

- Prepared and served food to students and faculty in a friendly and efficient manner
- Communicated with large number of people in a fast-paced environment
- Maintained neat and clean appearance of facilities
- Trained new employees on proper work procedures and policies
- Stocked inventory and perform other duties as assigned
- Supervised employees in manager's absence

Door Host:

- Welcomed and greeted guests in a professional and courteous manner
- Checked identification to insure that patrons are of legal age
- Provided information and conversed with guests waiting in line and controlled the flow of the queue
- Assisted guests with special accommodations in emergency situations
- Enforces alcohol awareness by monitoring intoxicated guests and assisted guest upon exiting the venue by packaging purchased glassware
- Maintained cleanliness around front/façade of the building
- Performed other duties as assigned

- Understood and actively participated in environmental, and Health & Welfare responsibilities by following established procedures, training and team member involvement activities.

Floor Manager at a grocery store

- Managed customer and employee relations by smoothing front end operations and solving day-to-day retail problems
- Enhanced business communication skills by delegating work responsibilities and achieving labor quotas handed down by upper management
- Augmented cash accountability via balancing registers/safe after use
- Organized back room operations and developed display planners

Food Service Worker/Cook/ (McDonald's, Dairy Queen, etc.)

- Followed standard operating procedures in all job duties
- Named employee of the month January 1999
- Prepared food items according to health standards
- Provided exceptional customer service to all patrons
- Served customers in a fast and efficient manner
- Served food and beverages and provided fast and friendly service to all patrons
- Took and filled customers' orders in a fast and efficient manner

Host/Waiter/Bartender/Country Club Beverage Cart

- Able to prioritize tasks to serve customer needs in a reasonable time
- Acquired excellent customer services skills in a fast-paced environment
- Adapted to continual menu changes and nightly promotions
- Assisted management in keeping general order in the restaurant
- Assisted with the training of new employees
- Assumed manager with responsibilities in his absence
- Communicated with a large number of people in a fast-paced environment
- Developed strong communication skills through daily interaction with customers
- Ensured customer satisfaction in a fast-paced environment
- Experienced in opening/closing cash register, counter sales and personalized customer service
- Handled orders in fast-paced, trendy, upscale coffee house
- Prioritized, prepared and served food efficiently while waiting multiple tables
- Promoted to waiter/bartender after 3 months based on performance and ability
- Provided efficient and courteous service to all patrons while taking dinner and drink orders
- Provided excellent service to patrons
- Provided exceptional customer service in fast-paced environment
- Received employee of the month awards in September 1998 and in December 1999
- Relay orders to service bar and kitchen via the point-of-sale computerized register system
- Relayed orders to service bar via point-of-sale computerized register system
- Responsible for training new wait staff and for establishing work schedules
- Seat guests and manage overall flow of customer traffic
- Served food, drinks, and accommodated guests' needs in a (friendly, courteous) and (timely, efficient) manner
- Successfully communicated with over 100 customers per shift
- Tracked inventory and ordered supplies as needed
- Train new employees on proper store procedures and policies
- Trained new employees on food preparation and customer service
- Trained new employees on restaurant policies and procedures
- Utilized organizational and problem solving skills to prioritize multiple responsibilities

- Worked as a team assisting co-workers in serving drinks and answering questions
 - Worked effectively with a diverse group of people
 - Prepared stocks, sauces, and sautés for this northern Italian restaurant serving 125 covers daily
 - Stocked beverage cart according to safety standards and anticipated needs of consumers
 - Provided friendly service while catering to members needs
 - Abided by etiquette rules of golf whilst driving the beverage cart
 - Correctly documented sales and make change for members
-
-

Human Resources Assistant

- Answered diverse questions from employees and management
 - Assisted management in hiring all new employees
 - Completed all paperwork for new hires
 - Conducted reference checks and performed initial screening of job candidates
 - Developed advertising for job openings
 - Helped new employees complete paperwork
 - Interview applicants using behavioral and functional questions
 - Trained new employees on store policies and procedures
 - Updated all employee job descriptions
-
-

Information Technology Intern/ Computer Technician

- Answered technical questions in a clear and concise manner for basic-end users
 - Assisted network operator with daily back-ups and network traffic
 - Conducted computer training classes for 15 employees
 - Developed and maintained inventory records and web pages
 - Facilitated computer moves throughout the company
 - Formatted data for uploads and pull data for reports
 - Maintained hardware and software to peak performance
 - Provided hardware, software, and network support to staff and students
 - Repaired and maintained computers for maximum working capacity
 - Researched and develop training procedures to ensure maximum efficiency
 - Trained new employees about hardware and software applications
-
-

Intern/Museum Assistant (Museum, etc.)

- Scheduled and conducted tours and special events for various groups
 - Acquired vast knowledge of the facilities history and operations
 - Tracked the number of monthly visitors to the auditorium
 - Performed general office duties such as copying and answering phones
 - Distributed headsets and museum maps for self-guided guided tours
 - Provided wheelchair assistance when necessary
 - Answered phones, and assisted visitors with their questions and/or problems
-
-

Library Assistant

- Assisted with summer youth reading program
- Checked books in and out of the library through electronic database
- Facilitated collection of overdue library materials
- Helped students and faculty locate library resources efficiently
- Processed books, restacked shelves, answered phones
- Provided friendly customer service to library patrons
- Responsible for end-of-day library maintenance

- Shelved and organized books, magazines, movies, etc.
 - Updated library resources through data entry into the state-wide system
-
-

Lifeguard/Swim Instructor

- Prepared and conducted swimming lessons
 - Evaluated students' progress and communicated to their parents
 - Maintained a safe pool environment by foreseeing potential problems and hazards
 - Performed first aids and rescue with excellent judgment and situation analysis skill
-
-

Nanny/Babysitter

- Created a positive and safe child care climate, by preparing various activities, playing games, avoiding conflict situations and nurturing self-esteem.
 - Took the children out for walks, played games with them and kept a watchful eye to make sure they are safe.
 - Worked as a live-in Nanny, providing full time care for
 - Responsible for dressing, feeding and bathing the children.
 - Provided entertainment activities for the children, including
 - Assisted the children with homework directly after school.
 - Responsible for overseeing all aspects of the daily routine including feeding, dressing, bathing and providing entertainment for the child on a daily basis.
 - Provided tutoring in English and Math on a twice-weekly basis.
 - Helped them with homework from school
 - Responsible for teaching the child to swim with lessons on a daily basis.
 - Supervised children's safety, nutrition and activities
 - Baby-sat for two children aged 5 and 7 each weekend over the summer months
 - Knew emergency procedures and contacts
 - Followed parents wishes on what the children can and cannot do
 - Prepared meals depending on the age of the child
 - Picked the children after school and taken them home
 - Cleaned up after the children
-
-

Photo Processing Customer Service Associate

- Provided friendly and efficient customer service to all patrons
 - Maintained the cleanliness of the photo development center
 - Answered questions about photo products and services
-
-

Research Assistant

(For a political science professor)

- Researched, prepared summary reports, compiled statistical and journalistic evidence of political dimensions of U.S. and Japanese economic relations for the professor's upcoming book.

(City of Courthouse)

- Assisted Chief county Clerk in analyzing efficiency of various departments, reviewing budgets, and recommending areas for improvement
 - Collected, organized, and evaluated data
-
-

Resident Assistant (Residence hall)

- Facilitated an academic environment and social community for 50-55 residents
- Upheld University policies within the residence hall

- Created and presented programs to promote resident growth and development
- Provided mediation, crisis intervention, and para-counseling to residents
- Addressed inappropriate behavior in accordance with state law and residence hall and university policies
- Enforced University policies to maintain a safe and friendly environment for all residents
- Served on campus-wide committees, improving residence life for UNI students
- Publicized and implemented programs to develop academic, social and professional skills

Residential Assistant/Direct Care Staff (e.g. Exceptional Persons, etc.)

- Assisted cognitively impaired adults in performing activities of daily life
- Assisted residents with daily routines
- Become familiar with necessary documentation and filing procedures
- Developed communication skills with supervisors, co-workers, and clients
- Developed and planned weekly activities to foster growth and independence
- Facilitated monthly progress meetings between clients and their families
- Gave residential tours to prospective clients and their families
- Organized educational and social opportunities for two personal clients

Sales Associate/Retail

- Answered diverse questions about
- Assisted customers in selecting
- Assisted in all aspects of running store, including sales, accounting, inventory control, advertising, and maintenance
- Assisted managers with daily duties such as
- Balanced a register accurately each day
- Changed floor sets, replenished products, and arranged presentation of products to provide a clean and appealing store
- Collected daily cash intake from all departments and made appropriate cash deposits for the store
- Co-managed store while owner was on vacation for two weeks
- Contributed to weekly management and store meetings to improve customer satisfaction
- Created (seasonal, weekly, etc.) merchandise displays to promote special items
- Determined customer needs and suggested items to complete wardrobe
- Ensured complete customer satisfaction by providing attentive, personalized services which resulted in building long-term customer relationships and repeat business
- Participated in interviewing and training of new employees
- Promoted a positive and friendly shopping environment
- Promoted and demonstrated new products to customers
- Tracked inventory and determined reorder purchases and schedule
- Worked as a team to accomplish tasks in an orderly fashion
- Named Employee of the Month January and March
- Achieved top salesperson during holiday season 2001

Grocery Store

- Organized groceries on the shelf
- Transacted cash and credit card sales at check out
- Answered customer inquiries about product in the store
- Evaluated what grocery items need to be stocked and verify what we have on supply
- Separated advertised grocery stacks from quantity item stacks for other employees to stock
- Trained new staff in store policies and procedures
- Communicated effectively with co-workers, customers and management
- Exhibited flexibility in work schedule, frequently above and beyond as needed
- Trained new staff in store policies and procedures
- Exhibited flexibility in work schedule, frequently above and beyond as needed

Student Ambassador

- Promoted UNI to students and parents in writing, over the phone, and in person
- Guided campus tours, hosted overnight guests, and answered questions about the university
- Represented the university on several visit days

Summer Conference Assistant

- Assisted with front desk operations and building duties
- Provided programs and activities for
- Check-in/check-out summer school and conference
- Wrote weekly newsletter for
- Prepared conference rooms and handled room keys
- Performed facilities and maintenance projects as determined by supervisor

Telemarketer

- Called alumni in a friendly manner to solicit monetary donations for University endowments
- Worked with Access database to store and locate confidential information

Telephone Sales Representative

- Made an average of 200 calls per work day, promoting product lines and taking orders
- Sent out mailings and other general clerical
- Represented company at various trade shows

Temporary Services

- Involved in a wide variety of temporary employment including warehouse work, carpenter's assistant, plumber's assistant, furniture moving, construction work, plaster and drywall work, security guard, retail clerk, satellite dish installation, office filing, and Goodwill trailer attendant.
- Responsibilities included bookkeeping, invoicing, payroll/payroll Taxes, travel arrangements, online research, appointment setting, purchases, organizer, document/template creation, database design, errands, other various tasks designated by temporary employer.

Water Park Attendant

- Supervised adults and children using facilities to ensure safety at all times
- Maintained cleanliness and overall neatness of facilities
- Planned, coordinated, and administered beginning and intermediate swimming classes for children.
- Oversaw all operational and safety aspects of pool facility
- Performed first aids and rescue with excellent judgment and situation analysis skill
- Duties and responsibilities included water rescue, first aid, CPR, emergency response, and supervision of water attractions
- Operated rides and maintained order in a water park

Nursing Home worker

- Document patient activities, complete required paperwork.
- Communicate with care team and families to ensure consistent delivery of excellent patient care.
- Help with bathing, showering, getting dressed and other personal hygiene.
- Serve meals and assist those who cannot feed themselves.
- Participate in admissions, transfer and discharge procedures.

- Help move / lift patients with limited mobility to chair, bed.
- Assist / encourage ambulation.
- Make beds, change bed linen to schedule or as needed, tidy rooms.
- Monitor and record vital signs, height, weight, blood pressure, temperature, pulse, respiration
- Observe and report relevant physical, psychological, social developments and interactions with fellow patients and staff.
- Help manage, move, re-order supplies.
- Follow procedures for disease / infection control.
- Follow emergency procedures and policies.
- Visit elderly, disabled, convalescent or mentally disabled patients in their homes.
- Cook, including managing special diet needs.
- Measure and record vital signs.
- Supervise and motivate patients during prescribed exercise routines.
- Administer medications prescribed by physician.
- Assist with post-surgical skin care including dressings.
- Assist with hospital appointments, visits to doctor.
- Be a reliable and efficient aide and warm-hearted companion by reading, conversing, providing mental stimulation.
- Foster cheerful, positive outlook and provide compassionate response to patients' emotional needs.

BEAUTY CONSULTANT

Solid knowledge of beauty and cosmetic market

Proficient with makeup and skincare techniques

Strong ability to work in a fast-paced and high-energy environment

Superior ability to build and broaden customer base

Excellent customer service, communication and organization skills

Optimized sales of new brands and products.

Developed strong teamwork to drive sales growth

Provided coaching and performance management skills to support sales drive

Recruited Beauty Specialists and Product Consultants

Achieved store's sales plans and operating profits

LOGISTICS

- Learned about DOT regulations including: load weights, driving times and rest times
- Assisted daily load and route planning
- Observed Operations Manager to understand how to dispatch trucks
- Learned how to communicate with drivers and how to meet their professional needs
- Utilized scheduling software to assist with planning