

LAMAYA NORWOOD

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Professional Summary

Motivated Service Worker with exceptional social skills, communication abilities and customer service background. Dedicated to following health and safety guidelines and handling food items properly. Pursues every opportunity to support team members and proactively address issues.

Skills

- Staff Leadership
- Technical skills
- Customer Service
- Staff Training
- Employee Mentoring
- Negotiation
- Customer Relations
- Staff Supervision
- Analytical Skills

Work History

Manager in Training 01/2018 to 01/2019

Taco Bell – Eatonton Ga

- Assisted servers with delivering food, filling beverages, and retrieving items for guests.
- Trained new staff in front-of-house procedures, customer relations, and cleaning.
- Reset tables between guests by restocking low items and wiping down surfaces.
- Handled cash transactions accurately, balancing the register at the beginning and end of each shift.

Opener 02/2020 to 05/2020

McAllister's Deli – Milledgeville GA

- Provided exceptional customer service experiences through attentive listening, problem-solving skills, ensuring high levels of repeat business from loyal patrons.
- Facilitated open lines of communication among team members, fostering a strong sense of teamwork and camaraderie.
- Created a welcoming atmosphere by maintaining store cleanliness, organization, and inviting visual displays.

Crew Trainer 01/2019 to 10/2019

McDonald's Restaurant – Lake Oconee Ga

- Mentored junior employees to improve performance, food safety, and customer service.
- Set positive example for team members by providing high-quality, efficient service.
- Trained other employees in customer service, food safety, and performance requirements.

Manager in Training 01/2018 to 02/2019

Taco Bell – Eatonton Ga

- Stayed up to date on changing product and service options to provide top-notch support to customers and employees.
- Conferred with customers each day to maintain current understanding of needs and preferences, resolve issues, and promote brand loyalty.

Education

High School Diploma

Putnam City High School - Eatonton Ga

- vice president of FCCLA
- Awarded ServSafe certificate

