FOOD SERVICE BULLET POINT GUIDE

Students who work in food service wear many hats and come from every academic college at Southeast Missouri State University. Here are some examples to help you target your experiences in food service to your future career based on your college.

ACADEMIC COLLEGES

College of Humanities & Social Sciences
- Completed Quality Control/Safe Food Checklist to ensure our service met local, state, and federal standards
- Communicated with customers, staff, and management to resolve customer complaints
- Facilitated a family-friendly environment by being courteous and engaging with customers
- Executed physical demands of standing for long periods of time and carried inventory items of 30+ lbs to and from kitchen as needed
- Monitored work environment to ensure all company policies were being followed

Earl & Margie Holland College of Arts and Media
- Collaborated with 4-6 coworkers in a friendly manner to fulfill orders in the required timeframe
- Demonstrated ability to serve in a fast-paced environment by waiting on multiple tables for 8+ hour shifts
- Performed strenuous physical activity by stocking inventory items on a weekly basis
- Created solutions for customer concerns and complaints by listening and offering empathy and accommodation
- Engaged in safe-food practices by following daily checklist of cleaning and food preparation to ensure the safety of colleagues and customers

College of Science, Technology, Engineering, & Mathematics
- Communicated with both kitchen and waitstaff to deliver prompt service to restaurant patrons
- Executed physical demands of standing for long periods of time, carried various items, and troubleshoot both technical and computer related issues
- Addressed customer needs by providing courteous and friendly service during both slow and peak service times
- Resolved customer conflicts by coming up with creative solutions to ensure a positive experience
- Facilitated a safe work environment by following safe-food guidelines and analyzed shortcomings where cleanliness could be improved

Donald L. Harrison College of Business and Computing
- Collaborated with management to create a family friendly environment by being courteous and welcoming
- Executed physical demands of standing and building interpersonal relationships with customers for long periods of time
- Prepared and organized inventory by completing quality control/food safety checklists in Microsoft Excel
- Assisted with de-escalating customer complaints and staffing concerns in a timely manner
- Promoted a safe and clean work environment by following required company policy

College of Education, Health, & Human Studies
- Accommodated both adult and child customer needs by resolving complaints in a timely manner
- Modeled professional and friendly behavior to create a family-friendly experience
- Adhered to company guidelines in order to maintain a safe, clean, and orderly working environment
- Completed quality and safety checklists concerning food inventory and company policy
- Performed strenuous physical activity by stocking items and engaging with customers of all ages