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Resume Writing

By Martha Nelson

Digital Literacy Specialist

Gather your information first

For each job and school:

- Exact name of company or school
- Exact address
- Exact title of your position
- Exact date of employ or attendance
 - Ex: 01/15/2004 – 06/22/2016

You may not need all this information for your resume, but you will probably need it for your job application.



Gather your information first

Get at least three professional references

- Name, address,
- Phone number
- Email address
- The person's title

You may not need all this information for your resume, but you will probably need it for your job application.



Gather your information first

Get at least three personal references

- Name, address,
- Phone number
- Email address
- How you know the person, ex: pastor,

You may not need all this information for your resume, but you will probably need it for your job application.



LISTS OF ACCEPTABLE DOCUMENTS
All documents must be UNEXPIRED

Employees may present one selection from List A
or a combination of one selection from List B and one selection from List C.

LIST A Documents that Establish Both Identity and Employment Authorization	OR	LIST B Documents that Establish Identity	AND	LIST C Documents that Establish Employment Authorization
1. U.S. Passport or U.S. Passport Card		1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		1. A Social Security Account Number card, unless the card includes one of the following restrictions: (1) NOT VALID FOR EMPLOYMENT (2) VALID FOR WORK ONLY WITH INS AUTHORIZATION (3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)		2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		2. Certification of report of birth issued by the Department of State (Forms DS-1350, FS-545, FS-240)
3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa		3. School ID card with a photograph		3. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal
4. Employment Authorization Document that contains a photograph (Form I-766)		4. Voter's registration card		4. Native American tribal document
5. For a nonimmigrant alien authorized to work for a specific employer because of his or her status: a. Foreign passport; and b. Form I-94 or Form I-94A that has the following: (1) The same name as the passport and (2) An endorsement of the alien's nonimmigrant status as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form.		5. U.S. Military card or draft record		5. U.S. Citizen ID Card (Form I-197)
		6. Military dependent's ID card		6. Identification Card for Use of Resident Citizen in the United States (Form I-179)
		7. U.S. Coast Guard Merchant Mariner Card		7. Employment authorization document issued by the Department of Homeland Security
		8. Native American tribal document		
		9. Driver's license issued by a Canadian government authority		
6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI		For persons under age 18 who are unable to present a document listed above:		
		10. School record or report card		
		11. Clinic, doctor, or hospital record		
		12. Day-care or nursery school record		

Examples of many of these documents appear in Part 13 of the Handbook for Employers (M-274).

Refer to the instructions for more information about acceptable receipts.

Gather your
information
first

Physically find
identification
documents for
I-9 form



Save and archive your information

Update information:

- New skills and responsibilities
- Promotions and new jobs
- Reference info.

Save documents where you can easily find them:

- In the cloud
- In email
- On a flash drive



FOOD SERVICE WORKER SAMPLE RESUME

8870 Haven Street, Bloomington, IN 44590
(141)-212-5465
joanecollins@gmail.com

Food Service Worker with 7+ years of experience in food preparation and service, and a certificate in Food Handling and Safety. Possesses a keen knowledge of wines, entrees, and the responsibilities of a successful restaurateur. Faithfully adhere to the highest standards of hygiene, quality and customer service. Aiming to leverage my knowledge to effectively perform a management position at your restaurant.

PROFESSIONAL EXPERIENCE

RIVERSIDE RESTAURANT

Food Service Worker

Chicago, IL

September 2011 – Present

- Memorized restaurant's wine stock and the meals they should accompany, leading to daily wine sales averaging \$150, fully 20% higher than company average
- Write patrons' food orders on slips, memorize orders, or enter orders into computers for transmittal to kitchen staff in a 150+ seat restaurant
- Clean all work areas, equipment, utensils, dishes, and silverware and ensure they are stored appropriately in accordance to state law.
- Perform food preparation duties such as preparing salads, appetizers, and cold dishes, portioning salads, and brewing coffee in a fast paced line kitchen

CARRABBA'S ITALIAN GRILL

Trainee Food Service Worker

Chicago, IL

August 2007 – July 2011

- Present menus to patrons and answer questions about menu items, making recommendations upon request in a 70+ seat restaurant
- Assisted host or hostess by answering phones to take reservations or to-go orders, and by greeting, seating, and thanking guests
- Stored food in designated containers and storage areas to prevent spoilage and increase shelf life
- Presented wine samples for guests to taste and opened the bottles for them upon their approval
- Served food and beverages to patrons, and prepared or served specialty dishes at tables as required

EDUCATION

CHICAGO COMMUNITY COLLEGE

Certificate in Food Handling and Safety, June 2008

Chicago, IL

- Graduated Cum Laude

KENDALL COLLEGE

Bachelor of Arts Degree in Culinary Arts, June 2007

Chicago, IL

- Graduated with honors

ADDITIONAL SKILLS

- Team worker who is able to adapt in highly dynamic and changing situations.
- Excellent problem solving and communication skills, with a focus on customer service
- Familiarity with Point of Sale terminals
- Bilingual (Spanish/English)

Chronological Resume

Source:
www.resumegenius.com



WAITER RESUME (FUNCTIONAL)

534 Shelby Avenue, Los Angeles, CA 24542 • (433) 623-6234 • laird.johnson@gmail.com

QUALIFICATIONS SUMMARY

- Superior salesmanship skills, consistently outperforming company peers
- Friendly, outgoing, and charismatic personality well suited for a fast paced, customer service oriented restaurant
- Experience with Point of Sale (POS) Terminals, with excellent basic math skills
- Working knowledge of wines, cocktail mixes, and other bartending skills
- Conversational in Spanish

RELEVANT SKILLS

SALESMANSHIP

- Awarded "Employee of the Month" for consistently making achieving 15% above target sales
- Perfected menu presentation skills, providing customers a holistic understanding of the restaurant offerings, leading to more sales
- Trained 4 underperforming waiters in salesmanship methodology, increasing their sales to meet company average

TECHNICAL

- Experience with 3 types of POS Terminals, receipt roll replacement, and coffee machine cleaning
- Familiarity with common restaurant bread cutting machines, dishwashers, and knowledge of equipment cleaning processes
- Excellent basic math skills, able to calculate and split bills in the event of POS Terminal downtime

INTERPERSONAL

- Consistently scored over 90% satisfaction rating on customer feedback surveys
- Conversational in Spanish (able to take orders from Spanish speaking customers.)
- Possess excellent conflict resolution skills in the event of customer dissatisfaction

WORK HISTORY

The Big Lobster, Los Angeles, CA - *Waiter*

Smokey Joe's BBQ, Greenville, SC - *Waiter*

Funky's Fun Palace, Greenville, SC - *Assistant*

EDUCATION

University of South Carolina, Columbia, SC

Bachelor of Science in Marketing, May 2005

- GPA 3.5/4.0

Functional Resume

Source:

www.resumegenius.com



WAITRESS RESUME (COMBINATION)

141 Bricksaw Lane, Los Angeles, CA 42143 | (212) 258-1414 | laney.bronco@gmail.com

PROFESSIONAL PROFILE

- **Project Execution:** Implemented new menu introduction strategies, increasing customer purchases of wine by 10% on average
- **Management:** Assisted in the training of 6 new waiters, ensuring attention to detail and comprehensive understanding of restaurant methodology and practices
- **Awards and Recognition:** Frequently praised for excellent service on restaurant online rating system
- **Salesmanship:** Deep and broad knowledge of wines and appropriate entrée pairings
- **Communication:** Fluent in English and Spanish – Excellent verbal and written skills

SKILLS

- Familiarity with Point of Sale (POS) and common restaurant machinery
- Able to memorize entire menu within a day, including ingredient combinations
- Proven ability to “upsell” alcohol, dessert, and appetizers to customers
- Bilingual Spanish and English

RELEVANT WORK EXPERIENCE

LONGHORN GRILL

WAITRESS | LOS ANGELES, CA | 2012 – PRESENT

- Memorized restaurant’s wine stock and appropriate entrée pairings, leading to daily wine sales averaging \$180, fully 15% higher than company average
- Wrote patron’s food orders on slips, memorized orders, and managed food resources in a 120+ seat restaurant
- Operated POS terminals to input customer orders, swipe credit cards, and enter cash amounts received
- Received in-depth training for proper food handling techniques, including proper freezer placement, appropriate soup temperatures, and equipment cleaning processes

MIKE’S FANCY KITCHEN

HOSTESS & WAITRESS | LOS ANGELES, CA | 2010 – 2012

- Awarded “Employee of the Month” two months consecutively
- Bussed tables, presented menus, seated customers, and assisted waiters with drink orders
- Trained 3 new hosts in providing excellent customer service and conflict resolution techniques

EDUCATION

FLORIDA STATE UNIVERSITY, ORLANDO, FL

BACHELOR OF ARTS IN ENGLISH, MAY 2008

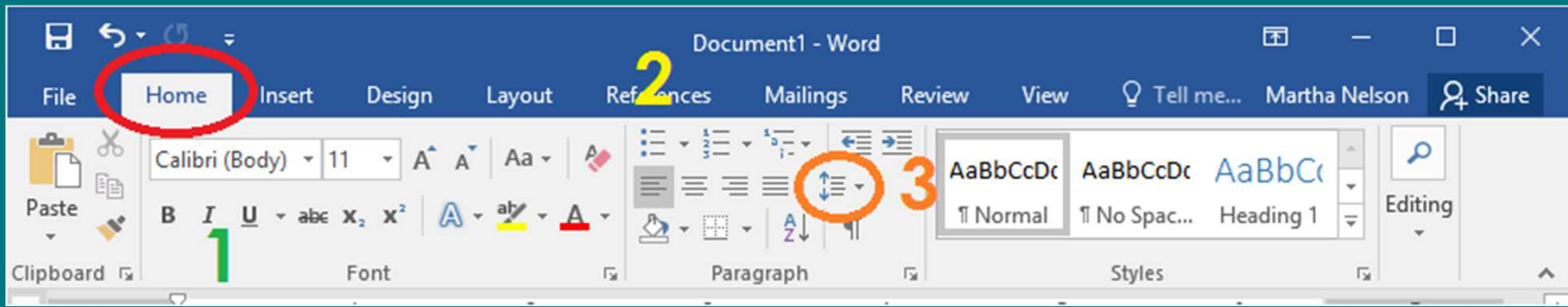
- GPA: 3.8/4.0

Combination Resume

Source:
www.resumegenius.com



MS Word 2016



Home tab

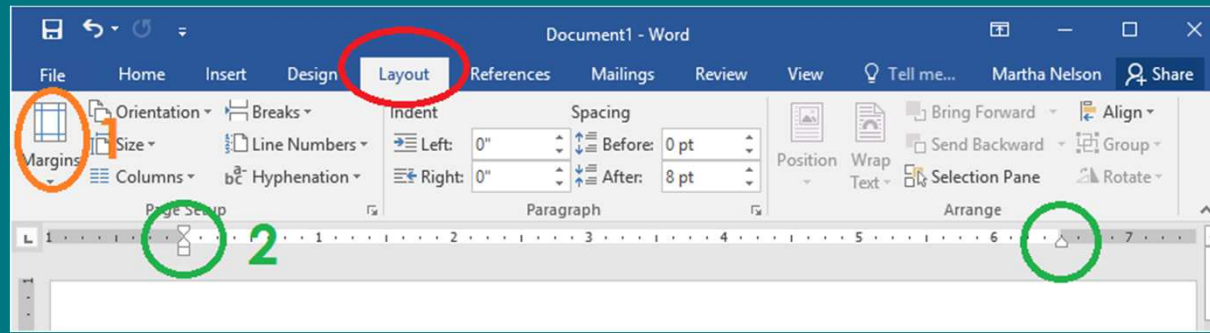
1 – Font name, size, bold, italics, color

2 – Justification and bullets

3 – line spacing



MS Word 2016



Layout tab

1 – Change margins

2 – Change tabs



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