
Dunkin Donuts Shift Leader Resume

Job Objective

Seeking a job within Dunkin' Donuts as Shift Leader.

Highlights of Qualifications:

- Proficient in MS Office Suite
 - Ability to provide consistent coaching that drives performance of the team to achieve goals
 - Ability to support the training of new crew members
 - Ability to ensure all orders are completed and packaged accurate
 - Strong interpersonal and communication skills
 - Superior leadership and team building skills
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Professional Experience:

Shift Leader, August 2005 – Present
Dunkin Donuts, New Berlin, WI

- Acknowledged and responded to all guests' needs and special requests.
- Empowered the team to satisfy guests and resolved problems.
- Monitored and adjusted the products according to established standards.
- Ensured quality food and beverages are served to each guest.
- Educated on the Guest Satisfaction Survey program and ensured receipt are issued with each order.
- Adhered to food safety, sanitation and cleanliness standards.

Shift Leader, May 2000 – July 2005
Canyon Donuts, New Berlin, WI

- Assisted in employee recruitment and maintaining records of all new employees using approved HR guidelines.
 - Monitored performance and customer service of employees.
 - Managed floor sales during peak hours of operation to ensure courteous, accurate and efficient service.
 - Completed weekly food and paper inventory.
 - Helped in the daily cash management functions.
 - Maintained and updated database.
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Education:

Bachelor's Degree In Hotel Management, Slippery Rock University, Slippery Rock, PA

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