

Nathan Rhodes

Customer Service Candidate, Quick Service Restaurant

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Winston-Salem, NC 27103

STRENGTHS

- Guest Communication**  
Greeting practice made order clarification feel natural, and respectful responses helped create comfortable guest interactions.
- Safety Awareness**  
Reading rules before each exercise prevented missed steps, and safe movement became a steady service habit.
- Teamwork**  
Training partners relied on clear support during simulations, especially when lifting practice called for assistance.
- Reliable Preparation**  
Attendance planning and checklist use kept training tasks visible, helping each practice session start ready.
- Positive Service**  
Instructor feedback shaped a warmer demeanor, and peers noticed more cooperative responses during challenging scenarios.

SKILLS

- Customer service
- Guest service
- Food and beverage
- Safety rules
- Operating instructions
- Procedure manuals
- Training materials
- Teamwork
- Reliable transportation
- Flexible scheduling
- Order clarification
- Workstation organization
- Safe lifting
- Clear communication
- Positive demeanor

SUMMARY

Early career **customer service** candidate and current high school student prepared for quick service restaurant work through supervised service simulations and safety labs. Practiced friendly greetings, order clarification, respectful guest responses, teamwork, **food and beverage** service routines, workstation organization, and cleanliness. Read safety rules, **operating instructions**, procedure manuals, and training materials before evaluated exercises, then followed each sequence carefully. Built reliable attendance habits, access to reliable transportation, readiness for flexible scheduling, and willingness to complete paid training. Extended standing practice and **safe movement** activities supported workplace readiness. Feedback from instructors and peers improved communication, cooperation, and positive service behavior. Ready to support guests and coworkers with dependable effort, safe habits, and a welcoming attitude.

EDUCATION

High School Diploma

West Forsyth High School GPA: 4.0 2027 Winston-Salem, NC

**Coursework:** *Customer Service, Workplace Safety, Communication, Food and Beverage*

TECHNICAL SKILLS

- **Customer Service:** Guest greetings, order clarification, respectful responses
- **Food And Beverage:** Food service, beverage service, service routines
- **Safety Rules:** Safe movement, cleanliness, lifting technique
- **Operating Instructions:** Workstation procedures, service sequencing, equipment instructions
- **Procedure Manuals:** Manual reading, step following, process checks
- **Training Materials:** Training lessons, evaluated exercises, readiness checklists
- **Teamwork:** Peer support, cooperative problem solving, team lifting
- **Communication:** Clear communication, positive demeanor, guest responses
- **Attendance Planning:** Reliable attendance, schedule readiness, task preparation
- **Workplace Readiness:** Extended standing, workstation organization, flexible scheduling

EXPERIENCE

- Customer Service Trainee, Quick Service Experience Simulation
- Academic Research August 2026 - Present Winston-Salem, NC
- Supervised practice role focused on guest interaction, order communication, service procedures, safety sequencing, workstation readiness, and teamwork. Supported evaluated simulations that connected friendly service with clean, safe, dependable operations.
- Practiced guest **greetings** and **order clarification** during supervised service scenarios, building respectful customer interactions.
  - Followed **safety rules** and **training materials** before simulations, then completed procedures in correct sequence.
  - Organized workstations during timed labs, maintaining **cleanliness** and safe movement through extended standing practice.
  - Applied instructor feedback after service exercises, improving communication, cooperation, and positive guest responses.
  - Used safe team lifting technique during training, requesting assistance when loads required additional support.
  - Prepared a service checklist covering attendance, **flexible scheduling**, training lessons, and workplace readiness.

Workplace Safety Trainee, Service Readiness Lab

Student Lab January 2026 - May 2026 Winston-Salem, NC

LANGUAGES

|         |          |
|---------|----------|
| English | Native   |
| Spanish | Beginner |

MY CAREER



- Customer Service Trainee, Quick Service Experience Simulation at Academic Research (1 Months)
- Workplace Safety Trainee, Service Readiness Lab at Student Lab (4 Months)

Supervised lab experience centered on operating instructions, procedure manuals, safe movement, service communication, and cooperative problem solving. Practiced dependable habits for **food and beverage** settings through structured exercises and peer review.

- Completed supervised greetings and **order clarification** exercises, responding respectfully to guest requests and teammate needs.
- Read **operating instructions** and **procedure manuals** before practice, demonstrating accurate steps during evaluated activities.
- Maintained organized work areas during standing labs, supporting cleanliness, **safe movement**, and service readiness.
- Used peer feedback to improve clear communication, friendly demeanor, and cooperative problem solving during simulations.
- Demonstrated safe lifting technique with training loads, identifying when heavier items required assistance.
- Documented training lessons and attendance expectations in a checklist, supporting **flexible scheduling** readiness.

PROJECTS

Service Readiness Checklist 📅 2026

A checklist can turn good intentions into repeatable service habits. Documented safety rules, attendance expectations, flexible scheduling readiness, lifting assistance needs, and lessons from supervised customer service practice.

LEADERSHIP & AWARDS

- Student Service Recognition, 2026
- Perfect Attendance Recognition, Spring 2026

CERTIFICATIONS

- Workplace Safety Fundamentals 📅 2026
- Customer Service Training 📅 2026

PROFESSIONAL AFFILIATIONS

- Peer Welcome Volunteer, 2026, supported friendly introductions for incoming students.
- School Community Service Day Volunteer, 2026, contributed dependable teamwork during campus service activities.

ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST