

Samantha Creel

Bogalusa, LA 70427

985-867-6969

samanthacreel8@gmail.com

Professional summary

Highly efficient bartender well established in fast-paced and challenging environments. Eager to learn with aptitude for applying new knowledge with skill and efficiency. Professional with strong background in customer service and food preparation, equipped to excel in team-oriented environments. Skilled in maintaining high standards of cleanliness, efficiency, and safety while adapting to changing operational needs. Known for reliability, effective communication, and focus on delivering quality results. Adaptable cashier and crew member accurate in completing orders, replenishing serving stations and cleaning spills. Assists servers by collecting payments, issuing receipts and setting order trays before delivering food to customers' tables.

Light-hearted and friendly professional skilled in customer service. Equipped with strong problem-solving abilities, willingness to learn, and excellent communication skills. Poised to contribute to team success and achieve positive results. Ready to tackle new challenges and advance organizational objectives with dedication and enthusiasm.

Work history

June 2025 - October 2025

McDonald's - Vidalia LA

Crew Member

Took orders, prepared meals, and collected payments.

Worked front counter, drive-thru and other areas.

Improved customer satisfaction by providing friendly and efficient service at the register.

Worked well with teammates and accepted coaching from management team.

Collaborated with team members to complete orders.

Prepared products following restaurant, health, and safety standards and procedures.

Provided excellent customer service by greeting customers and meeting quality expectations.

Helped maintain a clean and welcoming dining area for customers, boosting overall satisfaction during their visit.

Demonstrated strong multitasking abilities, handling multiple orders simultaneously without compromising quality or efficiency.

Provided exceptional customer service, addressing concerns or issues promptly and professionally.

October 2023 - July 2024

Chevron - Bogalusa LA 70427
Customer Service Cashier

Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.

Maintained a clean and organized workspace, promoting a welcoming environment for customers.

Balanced cash registers accurately at the end of each shift, minimizing discrepancies and errors.

Enhanced customer satisfaction by efficiently handling transactions and addressing inquiries. Promoted a positive shopping experience by greeting customers warmly upon entry and providing assistance as needed.

Handled high-pressure situations calmly, maintaining composure during busy periods or difficult interactions.

Counted money in drawers at beginning and end of each shift.

Utilized POS system to handle customer cash and credit card transactions.

Processed customer orders and accurately handled payment transactions.

Resolved customer complaints and maintained clean and tidy checkout area.

Developed and managed relationships with customers to increase customer loyalty.

Assisted in training new employees, ensuring they were knowledgeable about company policies and procedures.

Conducted inventory counts regularly, ensuring accurate stock levels were maintained at all times.

Arranged and replenished service desk displays and merchandise racks to maintain appearance of store.

Provided support to fellow cashiers by stepping in during breaks or assisting with complex transactions as needed.

Managed cash register operations accurately, reducing the risk of shortages or overages in daily reconciliations.

Provided exceptional customer service, addressing inquiries and resolving issues promptly.

Assisted customers in locating products, improving overall shopping efficiency and satisfaction.

Utilized point-of-sale systems efficiently, ensuring accurate pricing and swift transaction processing.

Participated in regular inventory counts, ensuring accuracy in store stock levels.

Trained new cashiers, enhancing team efficiency and accuracy in transactions.

Performed cash, card, and check transactions to complete customer purchases.

March 2023 - September 2023

Coconuts Daiquiris - Bogalusa LA 70427
Bartender

Served high customer volumes during special events, nights, and weekends.
Maintained a clean and organized workspace, ensuring compliance with health and safety regulations.
Organized bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands.
Contributed to a positive work environment through effective teamwork and communication with colleagues.
Reduced wait times for drinks by efficiently managing the bar area and prioritizing orders.
Assisted with staff training, sharing expertise in bartending techniques and customer service best practices.
Managed cash handling duties responsibly, ensuring accurate accounting at the end of each shift.
Performed opening and closing duties, printing sales reports, setting up for incoming shift, preparing cash drawers, and taking inventory.
Kept bar presentable and well-stocked to meet customer needs.
Followed alcohol awareness procedures for preventing excessive guest intoxication.
Adhered to state laws regarding alcoholic beverage services and customer regulations.
Efficiently opened or closed the bar according to established procedures, ensuring preparedness for each shift.
Educated customers on drink options, making personalized recommendations based on preferences or dietary restrictions.
Handled cash and card transactions accurately, reducing discrepancies and balancing till at end of each shift.
Adapted to fast-paced environment, effectively managing multiple drink orders simultaneously without compromising quality.
Ensured compliance with health and safety regulations, routinely checking and documenting bar cleanliness and equipment functionality.
Cultivated strong relationships with repeat customers, engaging in friendly conversation and memorizing drink orders to promote loyalty.
Maintained impeccably clean, attractive and well-stocked bar area.
Kept bar stocked with liquors, juices and garnishes for drinks.
Managed bar inventory, restocked supplies and placed orders for spirits, beer, wines, and mixers.
Prepared custom drink orders by accurately measuring and mixing house ingredients.
Verified drinking age requirements of customers by carefully reviewing photo identification.
Assisted with inventorying beverage stock and bar supplies.
Mixed unique and interesting cocktails for customers, including bar specials.

April 2008 - November 2021

The Pub Lounge - Bogalusa LA 70427
Bartender and assistant manager

Served high customer volumes during special events, nights, and weekends.

Maintained a clean and organized workspace, ensuring compliance with health and safety regulations.

Organized bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands.

Contributed to a positive work environment through effective teamwork and communication with colleagues.

Reduced wait times for drinks by efficiently managing the bar area and prioritizing orders.

Assisted with staff training, sharing expertise in bartending techniques and customer service best practices.

Managed cash handling duties responsibly, ensuring accurate accounting at the end of each shift.

Performed opening and closing duties, printing sales reports, setting up for incoming shift, preparing cash drawers, and taking inventory.

Increased customer satisfaction by providing excellent service and crafting high-quality cocktails.

Kept bar presentable and well-stocked to meet customer needs.

Followed alcohol awareness procedures for preventing excessive guest intoxication.

Adhered to state laws regarding alcoholic beverage services and customer regulations.

Efficiently opened or closed the bar according to established procedures, ensuring preparedness for each shift.

Educated customers on drink options, making personalized recommendations based on preferences or dietary restrictions.

Developed loyal clientele by consistently delivering outstanding service and engaging in friendly conversation.

Proactively addressed potential conflicts or disturbances among patrons, maintaining a safe atmosphere for all guests.

Trained new bartenders on drink preparation, product promotion, garnish preparation, and sanitation protocol.

Handled cash and card transactions accurately, reducing discrepancies and balancing till at end of each shift.

Enhanced customer experience with engaging conversations and personalized drink recommendations.

Adapted to fast-paced environment, effectively managing multiple drink orders simultaneously without compromising quality.

Trained new staff on bar procedures, cocktail recipes, and customer service standards, ensuring consistent service quality.

Managed inventory to prevent shortages, conducting weekly stock checks and placing timely orders.

Developed loyal clientele by engaging in friendly conversations and providing exceptional service.

July 2008 - March 2016

Tropitana/ Scoop Daddy's - Bogalusa LA 70427

Crew member

Took orders, prepared meals, and collected payments.

Worked front counter, drive-thru and other areas.

Improved customer satisfaction by providing friendly and efficient service at the register.

Worked well with teammates and accepted coaching from management team.

Kept food preparation area, equipment, and utensils clean and sanitary.

Collaborated with team members to complete orders.

Prepared products following restaurant, health, and safety standards and procedures.

Helped maintain a clean and welcoming dining area for customers, boosting overall satisfaction during their visit.

Demonstrated strong multitasking abilities, handling multiple orders simultaneously without compromising quality or efficiency.

Assisted other team members to achieve goals.

Promoted a positive work environment through effective communication and teamwork among staff members.

Operated cash register to ring up final bill and process various forms of payment.

Contributed to achieving and maintaining high scores on health inspections by diligently following all health and safety guidelines.

Encouraged customer loyalty by remembering regular customer's preferences and making personalized recommendations.

Education

Covington High School

Accomplishments

Won "Employee of the month" Award for working two stores back to back and filling in for sick employees as needed while pregnant.

Trained and mentored 8 employees.

Certifications

Licensed bartender - 14 years

ATC License

Skills

Point of sale operation

Food running

Order delivery practices
Cash Handling
Interactive communication skills
Sales expertise
Verbal and written communication
Hospitality service expertise
Menu memorization
Point-of-sale transactions
Food preparation and safety
Stocking and replenishing

Beverage preparation
Sandwich preparation
Cleaning and organization
Responsible alcohol service
Liquor, beer and wine knowledge
ATC license
Handling difficult customers
Attending multiple customers
Beverage preparation
Inventory
Hospitality service expertise
Training