



Roles and
Responsibilities

Resume Spotlight

Resume Writing **Entry-Level Roles and Responsibilities**

Resume writing can be daunting **especially** for entry-level job seekers.

While we all start somewhere, one of the toughest tasks is presenting roles and responsibilities for entry-level positions in the best light. Is there a difference between the following?

- *“Made customers happy and kept them coming back”*
- **OR**
- *“Developed repeat business by establishing close and lasting relationships with customers”*

Absolutely. Though both can be interpreted to mean the same thing, the second example demonstrates an added layer of professionalism in it's message.

Though we have not included a comprehensive list of tasks and translations, we have provided a few “before and after” scenarios that include experience within the hospitality, restaurant and retail industries.

Industry Restaurant

Do you have experience in the Restaurant Industry? Many of the responsibilities necessary to fill the role of Server, Bartender, Hostess etc. can be leveraged when applying to a job in another industry.

Review some of the examples below and compare to current descriptions on your resume.

Responsibilities

Before: "Made customers happy and kept them coming back"

After: "Track Record of successful client retention through thoughtful service"

Before: "Waited on tables and took food and drink orders"

After: "Provided consistent, prompt service according to established rules of etiquette".

Before: "Took Beverage and Food Orders"

After: "Generated top sales through consultative food and wine pairings"

Before: "Checked in on customers to make sure everything was OK"

After: "Exceeded customer service expectations by proactively addressing patron needs".

Some Contemporary Titles

- Server (rather than waiter/waitress)
- Bartender or Mixologist
- Host/Hostess (rather than Greeter)

Industry Hospitality

Do you have experience in the Hospitality Industry? Many of the responsibilities necessary to fill the role of Guest Service Agent/Associate/Operator or Concierge can be leveraged when applying to a job in another industry.

Review the below examples:

Before: “Took reservations for conferences, meetings and banquets”.

After : “Coordinated/allocated conference and meeting space based on needs” OR
“Coordinated/managed event planning details”.

Before: “Made sure guests were satisfied”.

After: “Maintained upscale environment for all hotel guests and conference patrons”.

Before:“Responsible for great customer service to guests”.

After: “Provided clear, polite and positive communication with a diverse clientele ensuring great customer service”.

Before: “Checked in guests”

After: “Timely processing of guest reservations using XYZ property management system”

Some Contemporary Titles

- Concierge
- General Manager
- Assistant Manager
- Front Desk Attendant

Industry Retail

Before: “Responsible for purchase and returns”,

After: “Managed cashiering activities in areas of purchasing, returns, and exchanges.

Before: “Talked with vendors about pricing and availability”,

After: “Interfaced with vendors concerning pricing, availability, damaged product, buy-backs, and special orders”.

Before: “Top sales associate”

After: “Achieved status as one of 15 top sales performers by increasing the volume of sales by 150%”.

Before: “Increased sales”

After: “Drove revenue and increased profit through creative marketing and product displays.”

Some Contemporary Titles

Sales Associate

Retail Sales Associate

Retail Associate

Retail Manager

In Conclusion

These are just a few examples of how thoughtful resume writing can help separate you on the job front. When you sit down to write your resume, make sure that you keep your target job in mind while highlighting and accurately stating your skills. All businesses keep records of metrics like sales, revenue, and profit so it's important to track and/or keep record of your performance so that you can quantify your success.

Also, make sure you include acknowledgements and recognitions such as employee of the month. Any role in a training program or training and mentoring of new hires could be added to your resume as well.

Resume writing is an art that you will perfect over many years and several different careers. Make sure that you spend a little extra effort to position yourself in the best light!



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