

## **Travis Nelson Dow**

(763) -607-0287

[dangerdow@gmail.com](mailto:dangerdow@gmail.com)

### **Professional Summary**

Experienced Server with solid history of accurate order taking, efficient supply restocking, diligent table management, and stellar suggestive selling. Effective at promoting team success by independently handling side work, cleaning up messes, and delegating side-work. Offering extensive knowledge, superior work ethic and more than three years of related experience.

### **Work History**

#### **October 2016 to Current - Applebee's Woodbury, MN - Server**

- Worked with POS system to place orders, manage bills and handle complementary items for dissatisfied customers
  - Monitored guests for intoxication and immediately reported concerns to management
  - Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously
  - Collected credit card, cash and gift certificate payments from customers and made proper change for cash transactions
  - Collaborated with kitchen team to support order preparation, manage efficient deliveries and minimize customer service issues by verifying meals
  - Kept updated knowledge of menu and chef specials to provide recommendations according to tastes and specific allergies
  - Enhanced operational efficiency by using slow periods to restock employee and customer supplies, including ice, condiments, utensils, napkins, trays and delivery bags
  - Upsold high-profit items such as appetizers and mixed drinks to enhance sales numbers
  - Kept register accurate through correct billing, payment processing and cash management practices
  - Created orders, documented special requirements and discussed needs with kitchen personnel to provide customers with desired food and minimize complaints
  - Helped customers place orders, explained menu items and suggested appropriate options for food allergy sufferers
  - Checked identification to enforce age requirements for alcoholic beverages
- Trained incoming staff on restaurant's practices, culture and procedures to maximize job satisfaction and productivity

**March 2016 to September 2016 - Caribou Coffee Minnetonka, MN - Barista**

- Learned every menu preparation and numerous off-label drinks to meet all customer needs
- Restocked display cases with attractive arrangements to promote specialty food items like bagels and muffins
- Educated coworkers and customers about new products
- Engendered customer loyalty by remembering personal preferences and allergy information
- Trained new team members with positive reinforcement and respectful, encouraging coaching
- Created original artwork for specials board display daily
- Complied with standards for merchandising, stocking and storing product
- Prioritized drink requests while managing interruptions
- Controlled line and crowd with quick, efficient service
- Advised over 150 customers daily on whole bean and bulk tea purchases by detailing origin, flavor and pairing recommendations
- Constantly expanded personal knowledge of coffee styles and varieties

**November 2013 to January 2015 - Michael's Minnetonka, MN - Sales Associate/Replenishment**

- Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise
- Applied security and loss prevention training toward recognizing risks and reducing store theft
- Tracked stock using company inventory management software
- Worked alongside retail representatives to boost sales by enhancing product presentations and advertising collateral
- Maintained organized, presentable merchandise to drive continuous sales
- Prepared merchandise for sales floor by pricing or tagging
- Delivered high level of assistance by locating products and checking store system for merchandise at other sites
- Answered customer questions regarding sizing and accessories and explained how to properly care for merchandise
- Educated customers on promotions to enhance sales
- Engaged with customers to effectively build rapport and lasting relationships

## **Education**

### **University of Wisconsin - River Falls River Falls, WI**

Bachelor of Arts Stage And Screen Arts

- Founded and ran River Fall's Improv Troupe
- Transferred to the University of Minnesota, Twin Cities

### **University of Minnesota - Twin Cities Minneapolis, MN**

Bachelor of Arts

- Member of Minnesota Long Form Improv
- Transferred to Bemidji State University

### **Bemidji State University Bemidji, MN**

BBA Marketing Communications

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## **Skills**

Improvising

Suggestive Selling

Face-to-face customer service

Multitasking

Event execution

Safe product handling

## References

Justin Loop

General manager of Applebee's U of M

[\(612\) 378-3740](tel:(612)378-3740)

Erin Hurd

General manager of Applebee's Woodbury

[\(651\) 731-8321](tel:(651)731-8321)