

## Bullet Statement Examples

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### MANAGEMENT/SUPERVISION

#### *Managed/Supervised*

- Effectively managed a staff of 10, coordinated schedules and enforced company policies by negotiating conflicts in a fair manner
- Performed project management functions to ensure met deadlines
- Administered opening and closing procedures

#### *Childcare Supervision*

- Supervised 2 preschool aged children
- Created many different engaging activities for 18 kindergarten students

#### *Resident Assistant*

- Supervised 250 students in a co-ed residence hall
- Assessed student concerns and referred when appropriate
- Provided educational and social programming for residents
- Maintained a safe and friendly living environment for a 100-student apartment complex

### TRAINING/TEACHING

#### *Teaching*

- Principles and techniques of food preparation
- Chemistry and the effects of combining ingredients
- Innovative approaches to traditional cooking principles
- Researched and demonstrated the process of making fresh pasta, including the history behind it
- Assessed individuals' learning styles and knowledge levels

#### *Training*

- Coordinated and presented effective programs in CPR, Basic Life Support, Sanitation and Diversity
- Organized and executed the orientation process for each new rotation of students
- Supervised and evaluated the development and learning of each employee in a timely and fair manner

### CUSTOMER SERVICE/LEADERSHIP

- Assessed the needs of over 2,000 guests per day in a 150-seat student dining property
- Demonstrated leadership skills while executing bi-weekly menu production and promoting positive guest relations
- Greeted customers and determined specific needs by following up and generating repeat business
- Consistently greeted each customer/patron

### OFFICE /CLERICAL/PURCHASING

#### *Cashier*

- Maintained an accurate cash drawer of \$1,500 per shift
- Packaged consumer purchases in an organized fashion
- Assisted in controlling shrinkage by monitoring staff and customers

#### *Administrative*

- Assisted in coordinating the daily activities of six doctors
- Received messages and routed to appropriate personnel

#### *Purchasing*

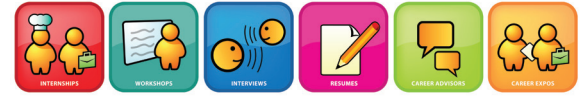
- Ordered an average of \$45,000 per month of goods
- Formulated product specification sheets
- Maintained a normal inventory of up to \$2,400 at end of each month
- Effectively completed all procedures involved in receiving, marking and checking-in product

### MARKETING

- Produced marketing material for school newspaper
- Conducted extensive research to identify customer needs and wants
- Compiled marketing related information in order to coordinate proposals for 10-12 clients per month
- Created sales presentation materials by determining requirements and designing multimedia format
- Created and organized the distribution of promotional materials
- Prepared customer activity reports for clients on a weekly basis

### PUBLIC RELATIONS

- Identified public relation opportunities by researching story ideas and magazine editorial calendars
- Adhered to stringent media deadlines, while providing desirable news angles
- Networked with media contacts in order to cultivate new relations



## ACCOUNTING:

### *Accounts Payable*

- Followed up with Accounts Payable on all errors to ledger
- Maintained records of daily income and prepared bank deposits

### *Accounts Receivable*

- Ensured accuracy of billing by auditing banquet checks and reconciling to established event orders

### *Bookkeeping*

- Totaled and coded \$X worth of invoices on a daily basis
- Created spreadsheets on Microsoft Excel to track vendor invoices
- Reviewed and confirmed the General Ledger Report in cooperation with the property manager

### *Budgeting/Reporting*

- Reviewed total food and beverage, prepared daily report to reflect status
- Formulated monthly variance report
- Prepared preliminary food and beverage cost reports for Controller
- Assisted in preparation of annual budget, maintained budget guidelines and restrictions
- Maintained perpetual inventory for liquor storeroom; inventories averaged \$X-\$X a month

### *Payroll/Taxes*

- Assumed scheduling and payroll responsibilities, ensured accuracy and an F.T.E of no greater than 9.5 per week
- Organized and maintained daily records of invoices, calculated weekly payroll including all taxes
- Made bank deposits managed accounts payable, filed quarterly tax reports for both federal and state governments

## VOLUNTEER/COMMUNITY SERVICE:

- Assessed customer needs in a friendly and courteous manner
- Ensured customer satisfaction by keeping an open line of communication
- Coordinated with a 5-person team to organize clean-ups
- Tutored 3 high school students in math and science
- Assisted Special Olympics athletes during competitions
- Trained and certified in conflict resolution

## TECHNOLOGY:

### *Web/Print*

- Designed, branded print campaign including product packaging, brochure and related collateral
- Designed website wireframes based on client needs
- Created award winning webpage in HTML5, CSS, Javascript
- Developed over 150 E-Commerce websites using dynamic CMS such as WordPress, Drupal and Joomla
- Completed various projects using Java, PHP C++ and Ruby

### *IT/Project Management*

- Planned, designed and implemented Intranet/Internet networks
- Designed basic Internet component infrastructure including interface between PIN and Web servers, and electronic warehouse systems
- Coordinated vendor package upgrades and re-engineered requirements
- Performed parallel tests, stress tests and tested system software
- Defined database requirements
- Wrote system software for IBM computers in current LAN and WAN

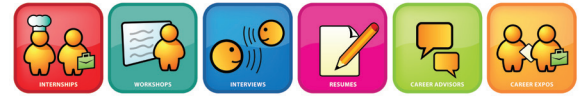
## RETAIL:

### *Stock Clerk*

- Ensured that all merchandise was accurately replaced
- Maintained detailed paperwork for retail sales inventory control
- Consistently rotated stock to ensure fresh products; reduced waste and spoilage by 10 percent in 2 months
- Built marketing displays and replenished shelves
- Developed a system to accurately count and track inventory

### *Retail/Cashier/Sales Associate*

- Effectively completed all procedures involved in receiving, making and checking in merchandise
- Greeted customers and determined their specific needs by following up and generating repeat business by encouraging customers to return
- Developed a system to accurately count and track merchandise inventory
- Packaged consumer purchases in an organized fashion
- Assisted in controlling shrinkage by monitoring customers



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### HOSPITALITY:

#### Reservations

- Coordinated group arrivals and departures
- Pre-blocked all special requests and VIP accommodations
- Provided control over rates; implemented approved rate changes
- Controlled open and closed dates, availability and condition of rooms
- Arranged accommodations for overbooked situations
- Sold hotel rooms at rack rate whenever possible

#### Guest Services

- Checked an average of 175 guests in and out of the hotel per shift
- Prepared rooms forecast at a 350-bed hotel property
- Addressed guest comments and concerns
- Ensured efficient handling of guest mail and delivery of guest messages
- Provided concierge services by arranging for tours, transportation to events, theater and dinner reservations

#### Front Office

- Provided effective Front Desk sales effort maximizing rooms revenue
- Assisted in the development of package plans
- Monitored advance deposit procedure
- Checked and revised night clerk Source of Business Report
- Coordinated billing with Accounting Department
- Performed proper front desk closing procedures
- Revised daily forecast whenever status changed, informed department heads as necessary
- Maintained statistics on rooms and reservations, customer arrivals/departures, as well as average occupancy rates
- Provided effective key controls and followed-up
- Provided business services including faxing, photocopying, messenger service, and message delivery

#### Housekeeping

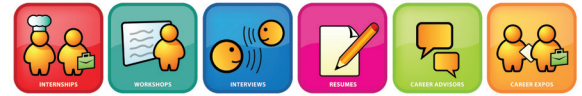
- Maintained proper linen pars, chemicals, and amenity inventories
- Conducted quarterly inventory of linen, chemicals and amenities
- Researched and recommended purchases of products, while maintaining budget guidelines
- Coordinated housekeeping work with Front Office, Engineering and Banquet staff
- Anticipated and responded to guest requests and needs in a courteous, professional manner

#### Banquet/Food and Beverage

- Assisted in coordinating special event parties for up to 250 people including weddings, birthdays and retirement functions
- Ensured distribution of service charges, and proper forwarding of records to Accounting
- Monitored presentation of food product; reviewed areas of concern with Executive Chef
- Successfully built a loyal base of repeat customers by developing rapport with guests and maintaining high quality service
- Ensured facility was clean and ready for customers at all times

#### Sales/Convention

- Solicited appropriate information from potential guests for both individual and group sales
- Arranged meeting and function space for clients
- Coordinated guest room blocks and arranged group billing of clients
- Telemarketed to prospective clients to conduct personal sales
- Arranged for timely set-up of A/V equipment and technical services



## CULINARY:

### *Organizational Management*

- Prioritized tasks for maximum efficiency in preparing short order food items
- Trained to properly recommend the appropriate wine for selected entrees
- Managed MSDS (Materials Safety Data Sheets) standards
- Established weekly menu for a la carte station, deli bar, and salad bar; sought guest input and feedback to ensure satisfaction
- Documented, updated and nutritionally analyzed each ingredient used in production via the Diet Analyzer computer program
- Established portions guidelines, determined product yield
- Maximized profits through cross-use of products

### *Sanitation*

- Maintained HACCP sanitation standards, recognized trouble areas, and responded accordingly
- Prepared lists of perishable items on a daily basis at each outlet to ensure proper rotation and utilization
- Addressed pest control issues
- Demonstrated proper food handling procedures
- Conducted sanitation walkthrough
- Enforced personal hygiene standards

### *Food Preparation*

- Prepared salad, entrée and dessert items for a high volume restaurant
- Studied with master chefs, learning principles and techniques of food preparation – Chemistry and the effects of combining ingredients
- Created Southwestern style cuisine recipes for 50 seat restaurant
- Produced over 35 menu items meeting ADA “Heart Healthy” Requirements; reducing cholesterol and fat while increasing fiber and vitamin content without sacrificing taste or texture
- Designed up to 10 display case cakes per shift to enhance storefront appeal
- Proficient in fondant, gum paste and flowers

## FOOD SERVICE/HOSPITALITY MANAGEMENT:

- Effectively managed a kitchen staff of 10
- Conducted kitchen meetings
- Negotiated conflicts in a fair but firm manner
- Developed cleaning checklist
- Monitored food handling procedures
- Maintained par-stock inventory levels
- Monitored set-up and break down of facility
- Supervised guest meal periods of breakfast, lunch, dinner and brunch
- Conducted quality assurance inspections
- Scheduled staff based on forecasted business
- Achieved profit goals by implementing strategies which increased revenues by X% and reduced costs by prioritizing a food production schedule
- Assisted in determining property’s financial goals through check averages, labor costs, food costs, gross profits and operational costs

## OTHER SKILLS EMPLOYERS SEEK:

- Acted as a student ambassador to acclimate international students
- Taught English as a second language to second generation Chinese-Americans
- Advanced Project Management expertise leading a team of 10 staff

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