

Hannah Pierce

Front of House Team Member

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SUMMARY

Front of House Team Member with 2 years of guest service in quick service and family dining. Works the front counter, drive-thru and dining room at a restaurant serving 1,200 guests a day, with friendly customer service, careful cash handling and clear communication skills.

EXPERIENCE

Front of House Team Member

07/2025 - Present

Queen City Chicken House

Charlotte, NC

Quick service restaurant with a 2-lane drive-thru, 80-seat dining room and catering.

- Operate handheld POS systems in the drive-thru, moving up to **120** cars an hour at lunch.
- Deliver dining room service across 60 tables, refilling drinks and clearing trays so tables turn within 2 minutes.
- Process cash and card payments for 200 transactions a shift with a balanced drawer at every close.
- Package catering orders for 10 to 100 guests, checking order accuracy on every item against the ticket.

Host

03/2024 - 06/2025

SouthPark Family Grill

Charlotte, NC

Part-time weekend role during high school.

- Seated up to 300 guests on Saturday nights using a waitlist app.
- Quoted wait times within 5 minutes of actual, reducing walkouts at peak hours.
- Answered 30 phone calls a shift for reservations and takeout orders.
- Rolled 200 sets of silverware each shift and set tables for the next seating.

Babysitter

06/2023 - 02/2024

Self-Employed

Charlotte, NC

Evening and summer childcare for neighborhood families.

- Cared for 5 children ages 4 to 10 across 3 families on weekly schedules.
- Prepared simple meals and snacks, following each family's allergy notes.
- Earned 2 new families through parent referrals.

SKILLS

- Guest Service
- Customer Service
- POS Systems
- Cash Handling
- Dining Room Service
- Catering Orders
- Order Accuracy
- Communication Skills
- Teamwork

EDUCATION

High School Diploma

Myers Park High School

Charlotte, NC

06/2025

CERTIFICATES

ServSafe Food Handler

National Restaurant Association

2025