

# Hana Foster

## Resourceful and adaptable professional

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## Profile

Resourceful and adaptable professional with over 8 years of experience in retail and hospitality environments. Highly skilled in customer service, point-of-sale operations, team collaboration, and inventory management. Brings a positive attitude and keen attention to detail to every task. Interested in pursuing new opportunities in fast-paced environments where my interpersonal and organizational abilities can contribute to team success.

## Skills

Retail & Hospitality

## Awards

### Employee of the Month | 2023-03-01

Sunshine Cafe

Employee of the Month (Sunshine Cafe, March 2023) for consistent customer service feedback

## Certifications

### Food Handler's Certificate | 2025-12-31

PA

Food Handler's Certificate (PA, Expires 2025)

## Interests

Gardening | – Present

Animal welfare volunteering | – Present

Crafting | – Present

Hiking local trails | – Present

## Experience

### Sunshine Cafe

Barista / Shift Member | 01 Nov 2021 – 30 Apr 2024

Greeted customers, took orders, and prepared a variety of coffee and food items according to established recipes. Kept coffee bar organized and maintained cleanliness to state health standards. Assisted in weekly inventory review and delivery receipt, flagging discrepancies for manager. Trained two new hires on POS use and store protocols. Handled daily cash register opening and closing procedures. Helped resolve minor customer complaints and ensured guest satisfaction.

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### Jasper's Shoes & Apparel

Sales Associate | 01 Sep 2018 – 31 Aug 2021

Assisted customers with product selections, provided size/fitting guidance, and processed sales and returns. Maintained store displays to company standards and performed regular stock checks. Supported inventory counts during seasonal rushes. Answered phones and responded to basic customer inquiries. Responsible for receipt filing, layaway tracking, and end-of-day till balancing.

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### Birchwood Extended Stay

Front Desk Receptionist (Part-time) | 01 Jun 2016 – 31 May 2018

Checked in guests, managed reservation schedules, and processed payments. Provided basic troubleshooting for guest room concerns (e.g., key issues, amenities requests). Coordinated with housekeeping to ensure timely room turnover. Used basic Excel for room booking logs and periodic occupancy reports.

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## Education & Training

### Associate of Arts, Liberal Studies

York County Community College  
– 31 May 2016

**References**

References available upon request.