

Example of experience written with functional responsibilities only:

Customer Service Representative

Oct 2016-Oct 2017

ABC Company, Lethbridge, AB

- Greet Customers
- Assist customers to find products
- Advanced knowledge of products
- Excellent customer service skills
- Answered phones

(Notice how vague they are, and how no image comes to mind, how the list lacks energy.)

Example of experience written with functional responsibilities and results:

Customer Service Representative

Oct 2016-Oct 2017

ABC Company, Lethbridge, AB

Reporting to the Store Manager, as a team of 12. The position consists of assisting customers to choose the best fit product for their needs, while also completing administrative duties as necessary.

Highlights:

- Assisted an average of 50 customers per day, aiding up to 3 customers simultaneously
- In-depth knowledge of over 40 varieties of products with general knowledge of 150 varieties of product.
- Consistently rated 95 or higher (out of 100) by secret shoppers for their experience.

(Notice how the descriptions bring an image to mind, how there is a sense of energy.)

Both examples are of the same job, which is clearer?

Server/Bartender

Oct 2016-Oct 2017

ABC Company, Lethbridge, AB

Reporting to the Lead Server on duty, as a team of 5. The position consists of setting up the bar area for a shift, providing service to customers in the section and preparing all drink orders for both the restaurant and bar.

Highlights:

- Manage a section of 8 tables and up to 15 individuals simultaneously
- Developed strong relationships with team members by coordinating service delivery to all customers in all sections during peak times
- Collaborate with the kitchen and service staff to ensure that all food and beverage is delivered promptly
- Created specialized beverage menu to pair cocktails with special menu items and enhance the customer experience
- Obtained Wine & Spirits Education Trust (WSET) training to further enhance industry-specific knowledge

Retail Sales Associate

Oct 2016-Oct 2017

ABC Company, Lethbridge, AB

Reporting to the Store Manager, as a team of 7. The position consists of assisting customers to find the best product/service plan for their needs.

Highlights:

- Build customer rapport through open-ended questions to ensure a thorough understanding of the individual customer's needs
- Consistently hit 95% of assigned sales targets on a monthly basis
- Actively seek out developmental opportunities such as technical training to ensure knowledge is up-to-date and understanding of current and upcoming technologies is rated between intermediate and advanced

Maintenance Worker

Oct 2016-Oct 2017

ABC Company, Lethbridge, AB

Reporting to the Maintenance Supervisor, as a team of 12. The position consists of upkeep tasks such as repairs and cleaning, to ensure facilities are clean, safe and orderly.

Highlights:

- Safely operated hand and electrical tools according to safety standards to make small repairs
- Corresponded with team members through maintenance completion records to ensure the team is up to date all outstanding and completed requests
- Utilized technical manuals to ensure all repairs were completed according to specifications

Cook/Prep Cook

Oct 2016-Oct 2017

ABC Company, Lethbridge, AB

Reporting to the Head Chef, as a team of 12. The position consists of setting up the prep station, cooking menu items, stocking inventory, and maintaining sanitation standards.

Highlights:

- Maintained the sanitary conditions of assigned station, by completed the sanitization checklist at the end of every shift
- Expanded existing knowledge of restaurant best practices and cooking methods through additional and continued coursework
- Collaborated with team members through constant updates of cooking times to ensure that all individuals are starting their respective course at the appropriate time
- Executed completion of multiple menu courses simultaneously by prioritizing chits to ensure that all customers received their orders in a timely fashion