
■ Sample Action Verb Phrases for Common Jobs

CSU East Bay, Academic Advising and Career Education: Connecting Curriculum and Career

Having a tough time getting started with your action verb phrases? Do you think your work experience is too common or too insignificant? No way! Here are a few common jobs and some great action verb phrases worded professionally and effectively to attract employer interest.

■ General Office

- Answered and directed over 100 telephone calls per day from clients and vendors.
- Greeted customers and provided accurate information on services available.
- Retrieved, forwarded and responded to over 500 emails daily from customers and vendors.
- Filed and retrieved over 200 time-sensitive documents each day.
- Processed over 100 cash, check and credit transactions each day with deposits in excess of \$300,000.

■ Retail

- Greeted shoppers and assisted them in selecting and purchasing personal items and gifts.
- Operated a cash register and credit card approval machine to process customer transactions at a high-volume retail store grossing annual sales in excess of \$5,000,000.
- Monitored, maintained and refreshed a sales floor inventory valued at over \$100,000.
- Prepared attractive merchandise displays designed to attract attention and increase sales resulting in a district-wide merchandise design display award.
- Answered customer concerns related to purchases, processed sales returns and responded to angry customers with professionalism, clear communication and tact.
- Opened and closed the store during the absence of the store manager.

■ Cleaning

- Performed a variety of light cleaning and maintenance tasks including watering plants, vacuuming and sweeping floors, dusting office furniture and fixtures, resetting furniture, restocking restroom supplies and cleaning windows.
- Recognized by the Quality Assurance Office for exemplary performance resulting in a pay increase and a promotion.
- Consulted clients to collect customer satisfaction information and adjusted work styles and responsibilities to improve customer satisfaction by 25% over a three-month period.

■ Stocking Shelves

- Processed, categorized and shelved new inventory.
- Monitored, maintained and order inventory to refresh stock to prescribed levels.
- Noted changes in inventory flow and alerted management of impact on supply and demand.
- Coordinated and supervised the annual year-end inventory check which included supervising and scheduling 20 temporary employees during the week-long activity.

■ Childcare Provider / Baby Sitting / Nanny

- Planned and initiated after school indoor and outdoor activities for five children ages 6 to 12 for over five years.
- Transported children from school to extracurricular activities and prepared snacks and meals.
- Maintained constant communications with parents regarding discipline, health and safety issues related to their children.
- Led six first-grade children in after-school activities including light exercise program and educational games.

■ Mail Clerk

- Sorted, bundled and distributed mail to over 500 employees on a daily basis.
- Gathered, packaged, metered and mailed over 50 packages a week.
- Maintained a friendly, customer-focused, professional demeanor when interacting with employees and postal workers.
- Handled bulk-mail distributions in excess of 50,000 pieces monthly.
- Interacted routinely with U.S. postal carriers, express mail vendors and freight carriers to ensure timely delivery of domestic and international items.

■ Fast Food Worker / Restaurant Server

- Greeted customers, took their orders and delivered their orders in a fast, efficient and friendly manner.
- Maintained the cleanliness of the kitchen and service counter in compliance with state health and safety regulations
- Developed speed and accuracy in preparing customer food orders from a variety of work stations including front counter, grill, fryer, beverage machine, drive-through window and salad bar.
- Earned the Employee of the Month Award three times in a six-month period.

■ Short-Term Volunteer Activity

- Participated in a week-long, 24-member Habitat for Humanity team charged with roofing over 100 homes damaged by hurricanes.
- Coordinated and staffed the walker registration table at the annual "Walk for Life" event which raised over \$15,000.
- Served on three-day community clean-up projects designed to provide assistance to elderly community members.
- Set-up and broke-down charitable community event for local church which raised college funds for at-risk youth.
- Gathered clothing donations and distributed to neighborhood homeless shelter for school community project.
- Co-organized the high school's annual holiday canned-food drive for the city's food bank.

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