

Shawnecia Rogers

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Profile

Seeking to obtain a more challenging position in a positive and professional environment that will allow me to utilize my skills and qualifications.

Education

Westbury High School – High School Diploma

Houston community college Aug 2012

Doctorate, Pediatrician

Skills

Experience

Worked as a phone operator, Sodexo, File Documents, as a Banquet Server

Jan 2014 ~ 2015 Communicator, people person, hard worker, fast learner and experienced bookkeeper. I possess outstanding organizational and communication skills. I have the ability to

Worked as a Wait Staff for big catered events. Had the ability to stand and walk around for hours at a time as well as Serve several tables at once. I also made sure each and every guest was accommodated and well taken care of!

Walmart Supercenter May 2010 ~ Jan 2014 Customer service

My duties consist of printing reports, scanning merchandise, delegating assignments, stocking shelves, putting merchandise in specific places, sorting merchandise, assembly, cashiering, counting money, and returning merchandise, cooking and preparing food and also cleaning up kitchen! I also provide coverage whenever needed, and help each and every customer when ever needed. I also performed quality control checks and Manually entered data with an extremely low error percentage.

Houston Community College Aug 2012 - Receptionist

Check customers and students in and out, Print up important paperwork, Prompt workers for meetings,

Skills

Answer all phone calls, Set up interviews, File Documents, as well as Assist with Payroll!

I am an excellent communicator, people person, hard worker, fast learner and experienced bookkeeper. I possess outstanding customer service, verbal, and written skills. I have the ability to type 55wpm, Scan, Fax, and Copy. I am Proficient with Microsoft Word, Excel, Power Point, and also can handle multiple inbound and outbound calls!

Servers Test

Multiple Choice

A 1) Food is served on what side with what hand?
 a) On the left side with the left hand
 b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand

A 2) Drinks are served on what side with what hand?
 a) On the left side with the left hand
 b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand

C 3) Food and drinks are removed on what side with what hand?
 a) On the left side with the left hand
 b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand

A 4) What part of a glass should you handle at all times?
 a) The stem
 b) The widest part of the glass
 c) The top

D 5) When you are setting a dining room how should you set up your tablecloths?
 a) Neatly and evenly across the tables
 b) The creases should all be going in the same directions
 c) The chairs should be centered and gently touching the table cloth
 d) All of the above

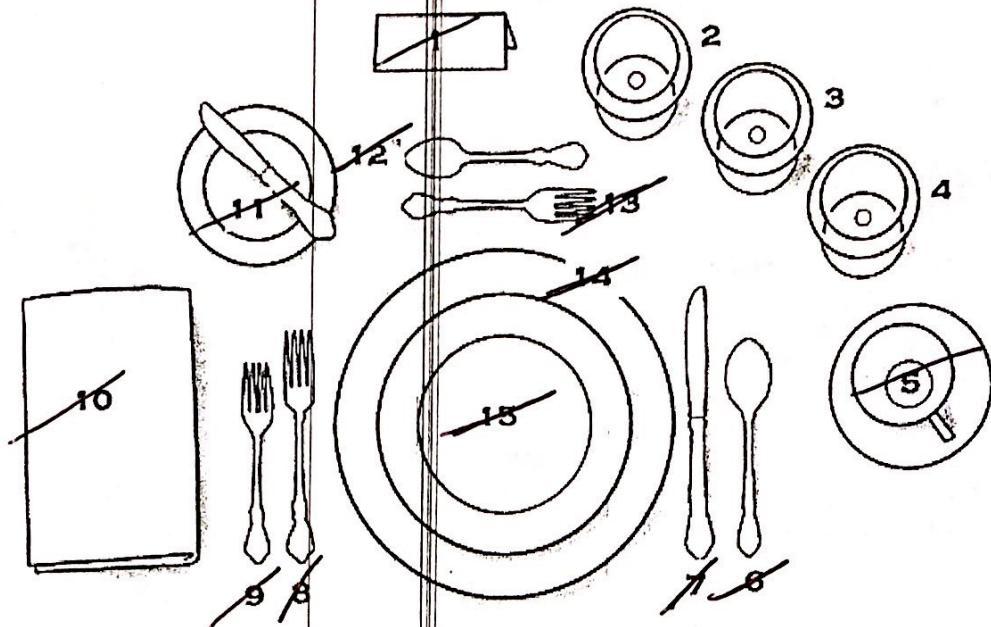
D 6) If you bring the wrong entrée to a guest what should you do?
 a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
 c) Try to convince the guests to eat what you brought them
 d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

Match the Correct Vocabulary

D Scullery
E Queen Mary
A Chaffing Dish
G French Passing
B Russian Service
F Corkscrew
C ~~E~~ ~~Tray Jack~~

A. Metal buffet device used to keep food warm by heating it over warmed water
 B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)
 C. Used to hold a large tray on the dining floor
 D. Area for dirty dishware and glasses
 E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
 F. Used to open bottles of wine
 G. Style of dining in which the courses come out one at a time

Servers Test



Match the Number to the Correct Vocabulary

10
 Napkin
11
 Bread Plate and Knife
1
 Name Place Card
12
 Teaspoon
13
 Dessert Fork
14
 Soup Spoon
15
 Salad Plate
2
 Water Glass

8
 Dinner Fork
5
 Tea or Coffee Cup and Saucer
7
 Dinner Knife
3
 Wine Glass (Red)
9
 Salad Fork
14
 Service Plate
4
 Wine Glass (White)

Fill in the Blank

1. The utensils are placed 2 inch (es) from the edge of the table.
 2. Coffee and Tea service should be accompanied by what extras? Soup + Salad
 3. Synchronized service is when: The food comes out in a order
 4. What is generally indicated on the name placard other than the name? Event name/ Vegan or not
 5. The Protein on a plate is typically served at what hour on the clock? 6th hour
 6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
get vegetarian plate from kitchen - let staff know