

Wayne Hilliard

Kansas City, MO 64111

hwhilliard@gmail.com

8162999366

Authorized to work in the US for any employer

Work Experience

Server

Nick & Jake's - Kansas City, MO

April 2018 to Present

Greet diners, escort them to their tables. Perform wine service, serve alcoholic and non alcoholic beverages, guide diners thru the menu, show the desert tray to diners and explain the selections. Sale gift certificates, inform diners about upcoming in house events like beer dinners. Prebus tables, clean and reset tables, and shift sidework

Fine Dining Server

MISSION HILLS COUNTRY CLUB - Mission Hills, KS

June 2015 to April 2017

Greet customers as they arrive at the restaurant and inquire into their seating preferences
Provide customers with information on revolving menu items and daily specials
Answer questions regarding menu items and ingredients and provide information regarding diet items and specials
Suggest appropriate wines and other beverages to go along with customers entrees

Delivering Alcoholic and Non alcoholic drinks for service to your customers table.

Properly open and pour wine at the table side

Take orders for lunch and dinner and repeat taken orders to ensure

accuracy meals

Check prepared orders for accuracy and portion and ensure that they are served in a time efficient

manner

Make sure that tables are cleared, cleaned and bussed properly before the next set of customers arrive

On Call Banquet Server

Sheraton Crown Plaza - Kansas City, MO

December 2014 to March 2015

BANQUET SERVER DUTIES AND RESPONSIBILITIES:

Review and understand Banquet Event Orders (BEO's) or Event Plan at the beginning of each shift to ensure

banquet rooms are set as per the customer request.

Read and execute specifications listed on the Banquet Event Orders.

Attend all pre-shift meetings to ensure events flow smoothly.

Be in communication with the Banquet Captain regarding any special needs.

Assist in ensuring that each events are on time as per the banquet event course.

Prepare coffee breaks, carts, and stations with appropriate food and beverages as stated in Banquet Event Order.
Make required adjustments as needed and relay that information to the appropriate personnel.
Maintaining proper dining experience, delivering items, fulfilling customer needs, removing courses, replenishing utensils, refilling glasses.
Greet all guests and owners warmly with an appropriate greeting.
Have a good understanding and able to communicate products and service related query to guests when asked.
Deliver and serve welcome drinks, food, meals, condiments and accompaniments etc.
Delivering Alcoholic and Non alcoholic drinks for service to your customers table.
Properly open and pour wine at the table side.
Good knowledge of the rules of Banquet Beverage Control and service.

Customer Service Rep/Volunteer Coordinator

Spay and Neuter Kansas City - Kansas City, KS
October 2013 to November 2014

Answering multi-line phone system
Scheduling surgery appointments
Counseling clients about pet health care need
Data Entry
Formatting bi-weekly emails for volunteer recruitment
Conducting monthly volunteer orientations
Training and scheduling of volunteers

Home Health Care Aide

Mrs.Dani Melton and Family - Rockwell, TX
December 2012 to August 2013

Help clients in their daily personal tasks, such as bathing or dressing
Provide basic health-related services according to a client's needs, such as checking vital signs or administering
prescribed medication at scheduled times
Do light housekeeping, such as laundry, washing dishes, and vacuuming in a client's home
Organize a client's schedule and plan appointments
Arrange transportation to doctors' offices or for other kinds of outings
Shop for groceries and prepare meals to a client's dietary specifications
Provide companionship

Banquet Server/Accounts Receivable Clerk

Best Western Le Baron - Colorado Springs, CO
April 1998 to August 2003

Balancing general ledger corporate and guest folios,formatting and mailing end of the month reconciliatory statements to account clients, making collection calls and credit inquiries.

Education

Associate

Brown Mackie College Salina Kansas - Salina, KS
September 1995 to May 1997

Skills

10-Key by touch (10+ years), 52 GWM (10+ years), Excel, Powerpoint, Windows Word, Host, Waiter, Restaurant Server, Typing, Data Entry, Data-Entry, Customer Service, Data Entry Operator, Word

Certifications/Licenses

TABC

Drivers License

Assessments

Data Entry — Familiar

June 2019

Measures a candidate's ability to accurately input data and effectively manage databases.
Full results: https://share.indeedassessments.com/share_assignment/hw5-6xadkxah1v9b

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Acrobat

outsourcing

Your Hospitality Staffing Professionals
665 Third St., Suite 435 • San Francisco, CA 94107

Harold W. Hayward
First and Last Name: Harold W. Hayward
Email: hwhayward@gmail.com
Phone number: 816-299-9346

Working Experience:

Company Name: Nick & Talses
Dates of Employment: 4/19 - 5/19
Job Responsibility:

• greet diners

• wine service

• take food orders

• deliver entrees

Company Name: Mission Hills Country Club
Dates of Employment: 10/15 - 4/17
Job Responsibility:

• //

Job Responsibility:

Company Name: Shelton Crown Center
Dates of Employment: 12/14 - 4/15
Job Responsibility:

• Review BEO's

• Tee Set up & tear down event space

• Serve entrees - courses

Skills

• 20+ years food & bev. experience
• front of house
• exceptional customer serv. skills
• P.O.S. experience Aloha, etc.

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Employment Application

Acrobat Outsourcing is an equal opportunity employer dedicated to non-discrimination in all employment practices. Acrobat Outsourcing selects the best qualified individual for the job based on job-related qualifications regardless of race, age (40+), color, religion, gender, national origin, ancestry, marital status, sexual orientation, disability or any other status protected by applicable law.

PLEASE PRINT

Full Name Harold Wayne Williams Date: 2/8/19

Home Telephone (816) 299 9366 Other Telephone ()

Present Address 26 W 36th St # 208 KCMO 64111

Permanent Address, if different from present address:

Email Address hwilliamsd@gmail.com

EMPLOYMENT DESIRED

Position applying for: Server/ Cashier / Food Runner Salary desired: Negotiable
Are you currently registered with any staffing and/or employment agencies? If so, please list NO

Are you applying for: Full-time work? Yes No Part-time work? Yes No

Temporary work, e.g., summer or holiday work? Yes No From: To:
How did you find out about our open position? (Please check fill in proper name of source):

Referral ☐ Name of Referral Newspaper ☐ Job Fair ☐ Agency ☐

Company Website ☐ Other Web Posting ☒ Other Source ☐

Could you work overtime, if necessary? Yes No If hired, on what date could you start working?

Please keep in mind that schedules and shifts may vary depending on position and season. Additionally, the hours may vary from week to week, depending on the company needs. Please list only the times/days you're available to work below.

SPECIFY HOURS AVAILABLE DAILY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AM	—	—	—	—	—	—	—
PM	—	—	—	—	—	—	—
Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates: <u>NO</u>							

PERSONAL INFORMATION

Have you ever applied to or worked for Acrobat Outsourcing before? Yes ☒ No ☐ If yes, when? 2015

Do you have friends or relatives working for Acrobat Outsourcing? Yes ☒ No ☐ If yes, please state name and relationship _____

If hired, would you have a reliable means of transportation to and from work? Yes ☒ No ☐

If hired, can you present evidence of your legal right to live and work in this country? Yes ☒ No ☐

State age if you are under 18 _____. If you are under 18, hire is subject to verification that you are of minimum legal age to work.

Are you able to perform the essential functions of the job for which you are applying? Yes ☒ No ☐

If no, describe the functions that cannot be performed. (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.)

Pursuant to any and all Fair Chance Ordinances, we will consider for employment qualified applicants with arrest and conviction records.

EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE	DID YOU GRADUATE?
Brown Mackie	Salina, KS	1 Yr	Associate degree
Do you have any special licenses, certificates or special training? If so please list under "Special":			
Are you computer literate? If so, list software knowledge under "Special."			
Are you proficient with Point of Sales Systems? If so please list which ones under "Special."			
Do you have any other experience, training, qualifications or special skills, which you feel make you especially suited for work at Acrobat Outsourcing? If so, please list under "Special."			
Special: <u>See Resume</u>			

EMPLOYMENT HISTORY

List below all present and past employment starting with your most recent employer (last 10 years is sufficient). Account for unemployment periods of three months or more.

Are you currently employed? Yes ☒ No ☐ If so, may we contact your current employer? Yes ☐ No ☐

Name and Address of Employer 5031 Main St, Kansas City, MO
Alex + Tacos
Type of Business Restaurant Telephone No. (816) 421-1111 Supervisor's Name Andy Reisman
Your Position and Duties Server

Dates of Employment: From 10/15 To 5/19

Reason for Leaving: Orthopedic surgery
Name and Address of Employer Mission Hills Country Club
Type of Business Country Club Telephone No. (913) 722-5400 Supervisor's Name Sean Hall
Your Position and Duties Server

Dates of Employment: From 10/15 To 4/17

Reason for Leaving: lost transportation to work
Name and Address of Employer Shawston Green Center
Type of Business Hospitality Telephone No. (816) 841-1000 Supervisor's Name Mike Perez
Your Position and Duties on call banquet server

Dates of Employment: From 12/14 To 4/15

Reason for Leaving: Began work at Mission Hills CC
Name and Address of Employer _____

Type of Business _____ Telephone No. () _____ Supervisor's Name _____

Your Position and Duties _____

Dates of Employment: From _____ To _____
Reason for Leaving: _____
Have you ever been fired from any previous place of employment? If so, please explain: _____

MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes _____ No ☒

If so, describe: _____

JOB RELATED REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: Sean Hall Telephone No. (913) 940-0925
Address: Kenn
Occupation: F+B wingman Relationship: supervisor Number of Years Acquainted: 5

Name: Jana Russell Telephone No. (816) 703 86 80
Address: Kenn
Occupation: Server Relationship: coworker Number of Years Acquainted: 2

Name: Marti Cox Telephone No. (913) 980-6868
Address: Olivia KS
Occupation: Referee Relationship: friend Number of Years Acquainted: 50+

Please Read Carefully, Initial Each Paragraph and Sign Below

I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

I hereby acknowledge that I have read and understand the above statements.

Applicant's Signature Alv. Williams Date 8/2/19

Servers Test

Name Wayne Plunkard

Score 135

Multiple Choice

1) Food is served on what side with what hand? A

- 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

2) Drinks are served on what side with what hand? D

- 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

3) Food and drinks are removed on what side with what hand? D

- 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

4) What part of a glass should you handle at all times? A

- a) The stem
- b) The widest part of the glass
- c) The top

5) When you are setting a dining room how should you set up your tablecloths? B

- 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

6) If you bring the wrong entrée to a guest what should you do? D

- 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

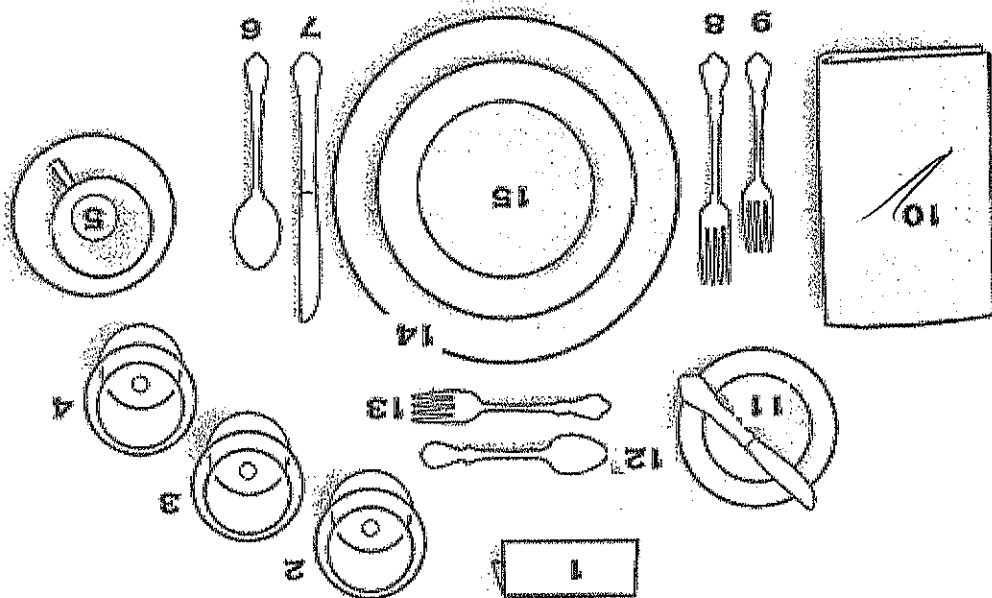
- D Scullery
- E Queen Mary
- A Chaffing Dish
- B French Passing
- C Russian Service
- F Corkscrew
- C Tray Jack

- 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

Name _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

10	Napkin	1	Dinner Fork
11	Bread Plate and Knife	2	Tea or Coffee Cup and Saucer
12	Name Place Card	3	Dinner Knife
13	Teaspoon	4	Wine Glass (Red)
14	Dessert Fork	5	Salad Fork
15	Soup Spoon	6	Service Plate
16	Salad Plate	7	Wine Glass (White)
17	Water Glass		

Fill in the Blank

- The utensils are placed _____ inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Salt Cream Sweetener/Sugar / Lemon
- Synchronized service is when: All service staff serve and remove courses together
- What is generally indicated on the name placard other than the name? Event/Party name
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Inform chef / Kitchen immediately