

# SAVVON METOYER

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**Effective & Analytic Visionary** offering over 5 years of effective customer service experience by utilizing practical conflict resolution skills and inventive personal communication abilities to a diverse community of individuals and groups.

*Core strengths include:*

Communication Skills • Conflict Resolution • Community/Organization Leader • Relationship-Building Acumen • Fundraising • Organization Collaboration • Learning Communities • Case Management • Presentation Skills • Data Base Management • Professional Development Training • Annual Performance Reporting • Effective Time Management Training • Microsoft Suite Programs (Word/PowerPoint) • Budget Management

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## EDUCATION & TRAINING

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**Bachelor of Science Criminal Justice Administration**

May 2019

California State University, Dominguez Hills

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## PROFESSIONAL OVERVIEW

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STARBUCKS COFFEE COMPANY

August 2015 to Present

**Barista**

Responsible for creating a meaningful connection on a daily basis to incoming customers while handcrafting perfectly made beverages. Contributes to company's success by providing legendary customer service to all customers.

- Acts with integrity, honesty and knowledge that promotes the culture, values and mission of Starbucks
- Responsible for responding to customer grievances
- Accountable for maintaining a professional and clean environment
- Discover and responds to customer needs
- Coordinates company's efficiency regarding policies and procedures
- Ensuring appropriate health and safety standards while retaining a CA Food Handler's License
- Promotes teamwork environment to further enhance guest experience
- Make recommendations for corrections and improvements as needed

MCDONALD'S

May 2014 to August 2015

**Crew**

Assist with the overall mission of McDonald's and its independent franchisees to learn, grow, and succeed. Serves as a supportive team member that determinedly work in collaboration with team members to meet target goals.

- Responsible for greeting customers
- Ensured accuracy for customer orders
- Provided one-on-one assistance
- Follow effective cash handling procedures

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## AFFILIATION/VOLUNTEER EXPERIENCE

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Pre-Law Society

January 2016 - Present

Black Student Union

August 2014 - June 2015

## Dishwasher Test

1) After washing your hands, which item should be used to dry them?

- a) Clean apron
- b) Sanitized wiping cloth
- c) Single use paper towel
- d) Common used cloth

2) While washing dishes by hand, which item should you wear?

- a) Cutting glove
- b) Oven Mitt
- c) Rubber glove
- d) Nothing

3) When should you wash your hands?

- a) Before you start work
- b) After handling non-food items (garbage, money, cleaning chemicals)
- c) After using the restroom
- d) All of the above

4) If you need to move a heavy load, you should PULL and not PUSH the object.

- a) True
- b) False

5) Which of the following could you be at risk for getting burned from?

- a) Steam from boiling pots
- b) Hot liquids (coffee, soup, tea)
- c) Hot equipment (ovens, pots, chafing dishes)
- d) Harsh chemicals
- e) All of the above

6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.

- a) True
- b) False

7) What should you do if you spill liquids or see a liquid spill?

- a) Leave it for someone else to clean-up
- b) Wait until the end of your shift to clean it
- c) Flag the spill and clean it immediately
- d) Not sure

8) When handling hot items you should?

- a) Wear rubber gloves
- b) No need to wear anything
- c) Use an oven mitt or dry cloth towel
- d) Nothing

9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?

- a) Rinsing
- b) Scraping
- c) Washing
- d) Sanitizing

10) What is the proper method for cleaning and sanitizing stationary equipment?

- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
- b) Spray with a sanitizing solution, then rinse with clean water and dry
- c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
- d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution