

SAVVON METOYER

916 – 666 - 5916 • Savvon.Metoyer@gmail.com • 7250 Exeter St. #D • Paramount, CA 90723

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

EDUCATION & TRAINING

Bachelor of Science Criminal Justice Administration
California State University, Dominguez Hills

May 2019

PROFESSIONAL OVERVIEW

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

AFFILIATION/VOLUNTEER EXPERIENCE

Pre-Law Society

January 2016 - Present

Black Student Union

August 2014 - June 2015

Dishwasher Test

- C 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
- C 2) While washing dishes by hand, which item should you wear?
- a) Cutting glove
 - b) Oven Mitt
 - ☒ c) Rubber glove
 - d) Nothing
- D 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
- B 4) If you need to move a heavy load, you should PULL and not PUSH the object.
- a) True
 - ☒ b) False
- E 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, chaffing dishes)
 - d) Harsh chemicals
 - ☒ e) All of the above
- A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
- ☒ a) True
 - b) False
- C 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
- C 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
- C 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
- B 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