Meagan Diana Hensley

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510.472.7144

EXPERIENCE

The Party Staff |November 2014-Present | San Francisco, CA
Server
Formal Table Service, Event Set-up and Breakdown, Food Service, Bussing, Tray Passing, Cocktail Service

Stompers Boots| August 2014-September 2014| San Francisco, CA
Retail Sales Associate
In-Shop Retail Sales, Fulfillment of Amazon Orders, Excellent Customer Service, Knowledge of Quickbooks, Receiving orders, Spreadsheet construction with Excel, Visual Merchandising, Stocking and Organizing of Merchandise

Supperclub| November 2013-June 2014| San Francisco, CA
Bottle Service, Food Expeditor, Cocktail Server, Party Promoter
Food expediting, Cocktail Serving, Bottle Service Presentation, Credit Card and Cash Processing, Bussing, Event Coordinator

Freelance Shoe and Leather Care Expert | June 2010-Present| San Francisco, CA
Leather Care and Conditioning, Custom Color-matching, Drop-off Service, Garment Care and Recovery, Leather Bags and Luggage Cared for and Restored

Ria's Shoes | August 2013-November 2013| San Francisco, CA
Retail Sales Representative
Shoe sales, Receiving orders, Stocking Duties, Care and Maintenance of store, Cleaning of displays, Visual Merchandising

Peet's Coffee and Tea Corporation | June 2011-February 2013 | San Francisco, CA
Barista, Cashier

Drink and product sales, Drink crafting, Opening and closing procedures, Cleaning and basic maintenance of store machinery, Training newly hired staff on store procedures and product knowledge

Club One Fitness | May 2009-March 2012 | Oakland, CA
Personal Trainer, Front Desk Reception
Individualized program design, Fitness training package sales, Member check-in, Answered phones, Booked massage appointments

Bakar Fitness Center at UCSF Mission Bay | September 2008 - July 2011 | San Francisco, CA
Personal Trainer, Group Exercise Instructor
Individualized program design and goal assessments

24 Hour Fitness | December 2006 - May 2008 | Oakland, CA
Personal Trainer
Individualized program design and goal assessment, Proactive coaching and motivation
The Hills Swim and Tennis Club | June 2006 - October 2006 | Oakland, CA
Lifeguard & Front Desk Receptionist
Lifeguarding Duties, Guest check-in, Cash-handling

Menifee Valley Athletic Club | October 2005 - April 2006 | Sun City, CA
Front Desk Receptionist
Reception, Member Check-in, Membership Sales

Peet's Coffee and Tea Corporation | August 2003 - November 2004 | Davis, CA
Barista & Cashier
Drink Crafting, Cashier duties, Stocking and Cleaning

SKILLS

Passion for Fine Dining
Superior Customer Service
Attentive Sales Skills
Big-Picture Focus with Attention to Details
Excellent communication skills within team setting

EDUCATION / CERTIFICATIONS

Berkeley Community College, Anthropology focus| 2012-2016

ACE Fitness Personal Training Certification | 2006 - Present

Merritt Community College | 2005 – 2007

Acrobat outsourcing
Your Hospitality Staffing Professionals

Name Meagen Hensley

Servers Test Score /35

-3 32/35 = 91

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

D 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

D 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 dinning 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 **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

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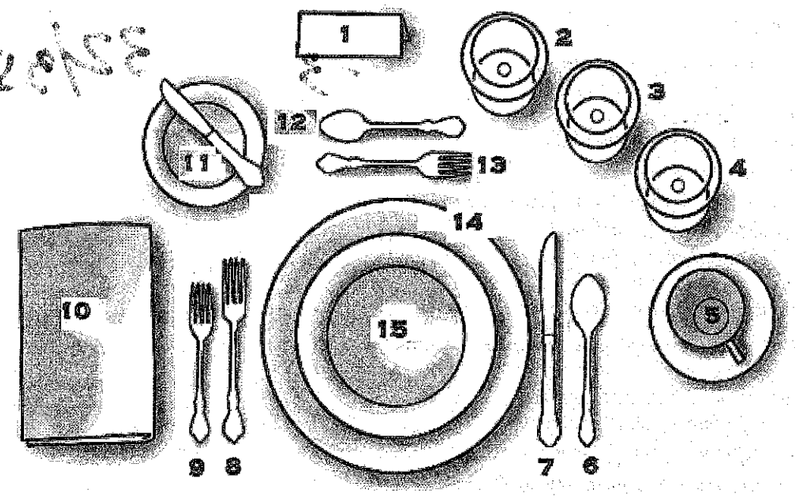
Your Hospitality Staffing Professionals

Name _____

Servers Test

Score / 35

ID - 2ofSE



Match the Number to the Correct Vocabulary

10	Napkin	8	Dinner Fork
11	Bread Plate and Knife	5	Tea or Coffee Cup and Saucer
1	Name Place Card	7	Dinner Knife
12	Teaspoon	2	Wine Glass (Red)
13	Dessert Fork	9	Salad Fork
6	Soup Spoon	14	Service Plate
15	Salad Plate	3	Wine Glass (White)
4	Water Glass		

Fill in the Blank

1. The utensils are placed 2 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream & sugar.
3. Synchronized service is when: all plates come out at once & go down together, counter clockwise
4. What is generally indicated on the name placard other than the name? preference for main course.
5. The Protein on a plate is typically served at what hour on the clock? 6 o'clock.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
go back to kitchen, call out "1 Gluten-free all-day!" at the front of the line