

Karlene Agnew

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Seeking meaningful experience working within the service industry to enhance hospitality skills and team building abilities.

Work Experience:

University Catering, Santa Cruz, CA

September 2015- June 2016

Caterer

- Catered small to large-scale events including formal venues
- Assisting in the setup of decor and food preparation
- Serving multiple course meals both plated and buffet style
- Servicing reception bars

Lyfe Kitchen, Woodland Hills, CA

November 2013- September 2015

Trainer, Food Prep, Server

- Prepped daily by handling fresh ingredients while following sanitary protocols within the kitchen
- Took orders and served food and beverage to guests
- Trained new hires to exceed company expectations

Best Buy Mobile, Woodland Hills, CA

June 2012- September 2013

Sales Consultant

- Processed credit and cash transaction as well as store credit inquiries
- Maintained knowledge of ongoing product trends
- Achieved goals on commission based sales

Education:

University of California Santa Cruz, Santa Cruz, CA

2015-2017

Major: Community Studies B.A, emphasis on economic justice

Los Angeles Pierce College, Woodland Hills, CA

2012-2014

Associates Degree in Social and Behavioral Sciences

Studied Abroad in Paris, France focusing on French language study

Internships/Volunteer:

Homeless Prenatal Program, San Francisco, CA

July 2016 - Present

- Case Manager assisting families with CPS involvement by providing substance abuse recovery resources and judicial advocacy

West Hills Grossman Burn Center, West Hills, CA

September 2011-June 2012

- Assisted nurses with administration tasks while following hospital safety and HEPA protocols
- Received certificate in clerical occupational training

Skills: Proficient in database entry and POS systems, Food Handlers Certified, Occupational Administration and Clerical Certified, Limited French Working Proficiency



Cashier Test

Score / 15

B

1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

A

2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

C

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

A

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

C

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

6) What is the current sales tax rate in your city 9.25%?

C

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

B

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

D

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

A

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

A

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

B

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? Passport, I.D.

15) How many \$20 bills are in a bank band? 100

$$\begin{array}{r} 100 \\ \times 20 \\ \hline 200 \end{array}$$

Servers Test

45%

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

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

B

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

A

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

F Scullery

A Metal buffet device used to keep food warm by heating it over warmed water

D Queen Mary

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)

A Chaffing Dish

C Used to hold a large tray on the dining floor

B French Passing

D Area for dirty dishware and glasses

G Russian Service

E Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

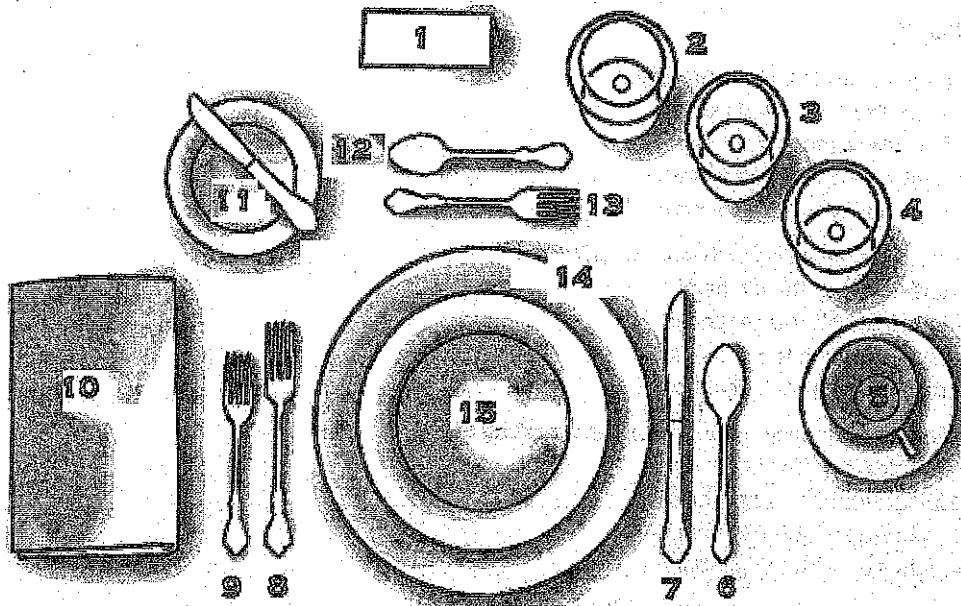
F Used to open bottles of wine

C Tray Jack

G Style of dining in which the courses come out one at a time

Name Carlene Agnew
Score / 35

Servers Test



Match the Number to the Correct Vocabulary

10 Napkin

11 Bread Plate and Knife

12 Name Place Card

9 Teaspoon

13 Dessert Fork

6 ~~12~~ Soup Spoon

15 Salad Plate

14 Water Glass

8 Dinner Fork

5 Tea or Coffee Cup and Saucer

7 Dinner Knife

23 Wine Glass (Red)

13 Salad Fork

14 Service Plate

35 Wine Glass (White)

Fill in the Blank

1. The utensils are placed 8 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Water, Sugars, Creamers
3. Synchronized service is when: Multiple tables are served in like patterns
4. What is generally indicated on the name placard other than the name? Relationships ~~meal exceptions~~
5. The Protein on a plate is typically served at what hour on the clock? 3pm ~~6~~
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Inquire with Chef line

68%



1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?
a) 20 minutes
b) 30 minutes
c) 60 minutes

B

2) What are the basic ingredients of a Latte?
a) Milk, Espresso, Whipped Cream
b) Espresso, Steamed Milk
c) Water, Espresso, and Foam

B

3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?
a) 2 minutes
b) 4 minutes
c) 5 minutes

A

4) When steaming milk for a beverage, what temperature should you steam the milk to?
a) 150-160 degrees
b) 190-200 degrees
c) 120-130 degrees



5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?
a) 8 seconds
b) 20 seconds
c) 10 seconds

C

6) What do you do if a customer says their latte does not taste like there is espresso in it?
a) Tell them you made the drink according to the recipe so it should be fine
b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
c) Apologize to the customer and remake their drink according to standards
d) Walk away and have another barista remake their drink

B

7) You can re-steam milk _____?
a) Only Once
b) Never
c) Sometimes
d) Always



8) What is the proper ratio of coffee grounds to water?
a) 2 Tablespoons coffee to 6oz water
b) 2 Tablespoons coffee to 8oz water
c) 1 Tablespoon coffee to 6oz water
d) 2 Teaspoons coffee to 8oz water

C

9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?
a) Make their drink with regular milk and hope they do not notice
b) Apologize and ask the customer to come back tomorrow
c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
d) Inform your manager we are out of soy

B

10) Decaffeinated coffee is 100% caffeine free?

- a) True
- b) False

C ~~B~~

11) What are the basic ingredients in a cappuccino?

- a) Coffee, Milk, Foam
- b) Espresso, Foam
- c) Espresso, Steamed Milk, Foam
- d) Espresso, Cream, Foam

A

12) What is a café au lait?

- a) Coffee, Steamed Milk
- b) Coffee, Cold Milk
- c) Coffee, Cream, Sugar
- d) Espresso, Cold Milk

C

13) What does "half caf" mean?

- a) Half cream and half regular milk
- b) Half as much coffee as normal
- c) Half regular and half decaf coffee

A

14) What does it mean when a customer requests their cappuccino "dry"?

- a) Less milk and more foam
- b) No milk and lots of foam
- c) Extra foam
- d) No foam and no milk

B

15) What is an Americano?

- a) Regular drip coffee
- b) Espresso with water
- c) Coffee with cream
- d) Iced coffee