

## Shannon C. Alexander

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**Objective:** To secure a position within customer service that will enable me to utilize my experience, knowledge and skills while contributing to the success of the company and those around me.

**Education:**

July 2013 – March 2014      **Lincoln Technical Institute**, Edison, NJ      Medical Assistant Program

June 2013      **Perth Amboy High School**, Perth Amboy, NJ      High School Diploma

**Work Experience:**

April 2016 - Current      **Florios Restaurant**- Iselin, NJ

Head Server/Counter

- Anticipate and address guests' service needs
- Inform guests of daily specials and answer any questions regarding menu
- Accurately record orders and communicate with kitchen staff
- Monitor multiple dining areas and regularly check on guests
- Routinely clean table settings, glassware, windowsills, counters, floors and storage areas
- Train new waiters and floor staff on guest service, proper food handling and safety/restaurant protocols
- Work closely with management to ensure excellent customer service

June 2015- April 2016

**Mama Lenas Restaurant**- Hopelawn, NJ

Server

- Greet, seat and make any special accommodations for guests
- Learn, memorize and review menu and weekly specials
- Take phone orders, handle cash register and prepare orders for pickup
- Communicate with kitchen staff regarding customer allergies, dietary needs, and special requests.
- Manually calculate check amount, tax and gratuity
- Manage opening and closing duties, including restocking items and preparing for the next day

November 2014 – September 2015

**Terrazza Restaurant & Lounge**- Perth Amboy, NJ

Server

- Greet and tend to customers
- Maintain a thorough knowledge of restaurant menu and inform guests of daily specials
- Take & communicate orders to kitchen staff
- Clean work area and reset tables
- Accept payments via cash, credit and debit

August 2014 – November 2014

**Samra Group Pediatrics**, Old Bridge, NJ

Medical Receptionist

- Schedule/change appointments
- Check patient's height, weight and vitals
- Document, file and maintain patient records
- Assist the doctor with procedures & data entry
- Provide doctor's notes, referrals and follow up information

Additional Skills:

- Proficient in Microsoft Office: Word, Excel, PowerPoint
- Strong Interpersonal Skills and quick learner
- Conversational Spanish
- OSHA Regulations, HIPAA Training

References available upon request

08/30/16  
left message  
looking for extra shifts.  
08/31/16 @ 4pm  
Drives

**Servers Test**

**Multiple Choice**

d 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

— 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

a. 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

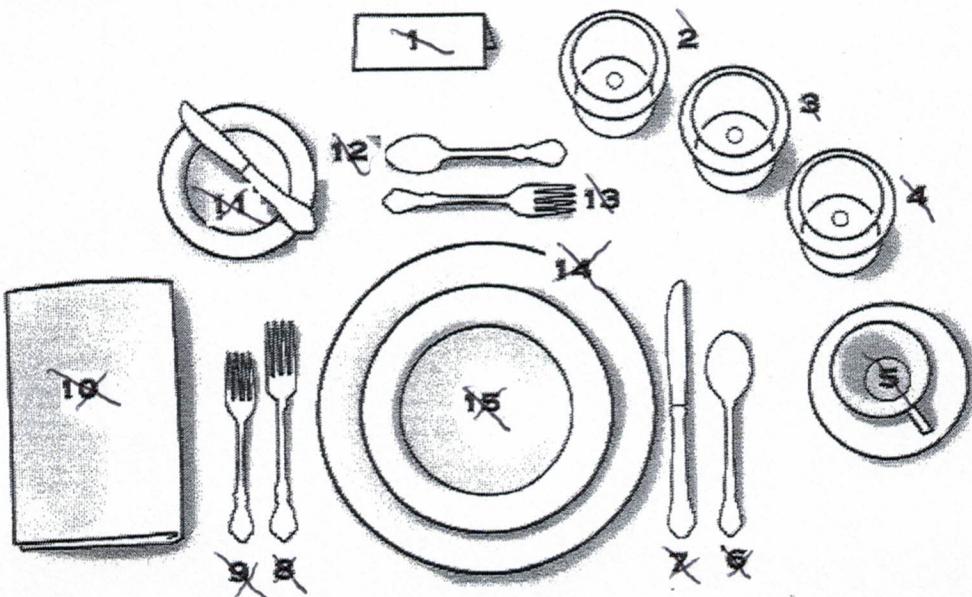
23/35  
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**Match the Correct Vocabulary**

E ~~X~~ Scullery  
Q ~~X~~ Queen Mary  
A Chaffing Dish  
G ~~X~~ French Passing  
B ~~X~~ Russian Service  
F Corkscrew  
C ~~X~~ 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

**Servers Test**



**Match the Number to the Correct Vocabulary**

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>6</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>16</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>1</u>	Wine Glass (White)
<u>4</u>	Water Glass		

**Fill in the Blank**

1. The utensils are placed 5 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? Milk & Sugar.

3. Synchronized service is when: Everyone is being served at the same time.

4. What is generally indicated on the name placard other than the name? table.

5. 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? Let whoever is in charge know.