

Tanna M. Hall

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OBJECTIVE

To obtain a position that will enable me to expand and develop my strong customer service skills in a positive and cultured environment

QUALIFICATIONS

- Accustom to multi-tasking and working in a fast paced environment
- Familiar with food safety standards and guidelines
- Over 14 years of customer service experience

EXPERIENCE

Barista - Brasil Kiss coffee bar (Aug '19 – present)

- Maintaining a balanced cash drawer throughout shift
- Processing coffee drinks from basic to complex, efficiently and accurately
- Providing brand and coffee knowledge to customers
- Friendly and reliable attitude with customers and coworkers

Server - Denny's (Dec '14 – Sept '19)

- Cash register experience
- Worked graveyard shift for over 4 years, able to work alone and perform all front of house duties simultaneously: host, busser and server.
- Ability to up sell and meet add on goals
- Self sufficient and able to continuously multi-task

Customer Care rep – Time Warner Cable (Dec '13-July '14)

- Proficient in most computer skills and programs
- Helping and deescalating customers
- Providing memorable customer service

Manager - AMC Theatres Victoria Gardens 12 (Oct '07- March '13)

- Communicated company goals to all associates as well provided training for the deliverance of superior customer service.
- Maintaining company standards in regards to administrative duties/paperwork - Experience with conducting inventory counts and management
- Experience with writing employee schedules and working with availabilities and requests.

Associate Trainer - Panera Bread, Indianapolis IN (Aug '05-Aug-'07)

- Training new associates in several different departments -Closing/Opening the store - Providing friendly and efficient customer service



**THE SERVICE
COMPANIES**

SERVICE. ABOVE ALL

Name Tanna Hall

Servers Test

Score 27/35

Multiple Choice

30
91%

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

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 dining 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



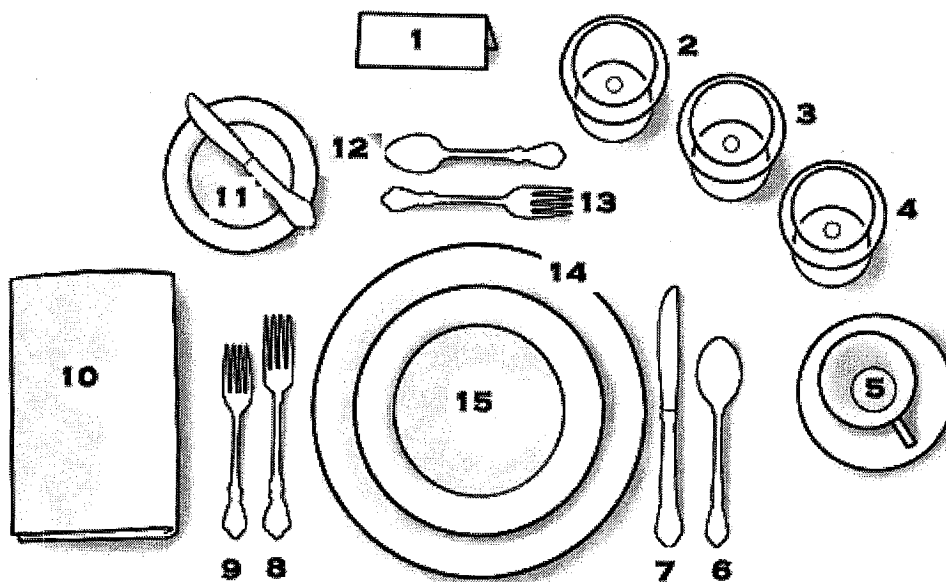
THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name _____

Servers Test

Score / 35



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>3</u> 2 | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| <u>6</u> | Soup Spoon | <u>14</u> | Service Plate |
| <u>15</u> | Salad Plate | <u>4</u> 3 | Wine Glass (White) |
| <u>2</u> 15 | Water Glass | | |

Fill in the Blank

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream and sugar
- Synchronized service is when: all dishes are placed in front of guests at once.
- What is generally indicated on the name placard other than the name? meal choice
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
let the Kitchen know



C /

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

C /

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

B /

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

B /

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



THE SERVICE COMPANIES

SERVICE. ABOVE ALL

Barista Test

Score / 15

B

10) Decaffeinated coffee is 100% caffeine free?

- a) True
- b) False

A

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

B

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