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Professional Summary

Retail professional with extensive knowledge of the fashion industry, including current trends. Enjoys helping customers find stylish and affordable clothing and accessories. Enthusiastic, outgoing and fashion-savvy Sales Associate proficient at building positive relationships with new and existing customers by offering superior customer service.

Skills

Customer-oriented Fluent in Aramaic
Active listening skills Motivated team player
Consistently meets sales goals Personable
Computer literate Skilled problem solver

Work History

December 2013 to Current
Happy Hour Party Shoppe
Assistant Manager

- Operated a cash register for cash, check and credit card transactions
- Stocked and replenished merchandise according to store merchandising layouts
- Built strong relationships with vendors and customers
- Performed all buying and accounting responsibilities
- Priced merchandise, stocked shelves and took inventory of supplies
- Cleaned and organized the store, including the checkout desk and displays
- Completed all point of sale opening and closing procedures, including counting the contents of the cash register
- Supervised and directed all merchandise and shipment processing.
- Recruited and trained employees
- Implemented several customer service standards for employees to follow

September 2012 to December 2013
Giorgio Armani Troy, MI
Sales Specialist

- Followed merchandising guidelines to present visually appealing displays
- Mentored new sales associates to contribute to the store's positive culture
- Fostered a positive work environment by consistently treating all employees and customers with respect and consideration
- Worked with the management team to implement the proper division of responsibilities
- Actively pursued personal learning and development opportunities
- Determined customer needs by asking relevant questions and listening actively to the responses
- Maintained established merchandising standards, including window, sales floor and promotional displays
- Wardrobed clients with custom pieces

October 2006 to November 2011
Louis Vuitton Troy, MI and Chicago, IL
Service Specialist/Key Holder

- Alerted customers to upcoming store events
- Created in-store events for top clients
- Trained new sales associates each quarter
- Handled all customer relations issues in a gracious manner and in accordance with company policies.
- Educated customers about the brand to incite excitement about the company's mission and values.

- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.
- Top sales associate yearly
- Top client retention yearly
- Maintain at least half of the top 10 clients during the duration of my employment
- Took over Accessories department of the store and more than doubled the category sales within one year.
- Created strong relationships with corporate buyers and merchandisers to maximize store sales and maintain appropriate inventory levels

Education

Oakland University Rochester, MI
Business Marketing

References Upon Request

Servers Test

Multiple Choice

A B

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 B

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 C

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 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

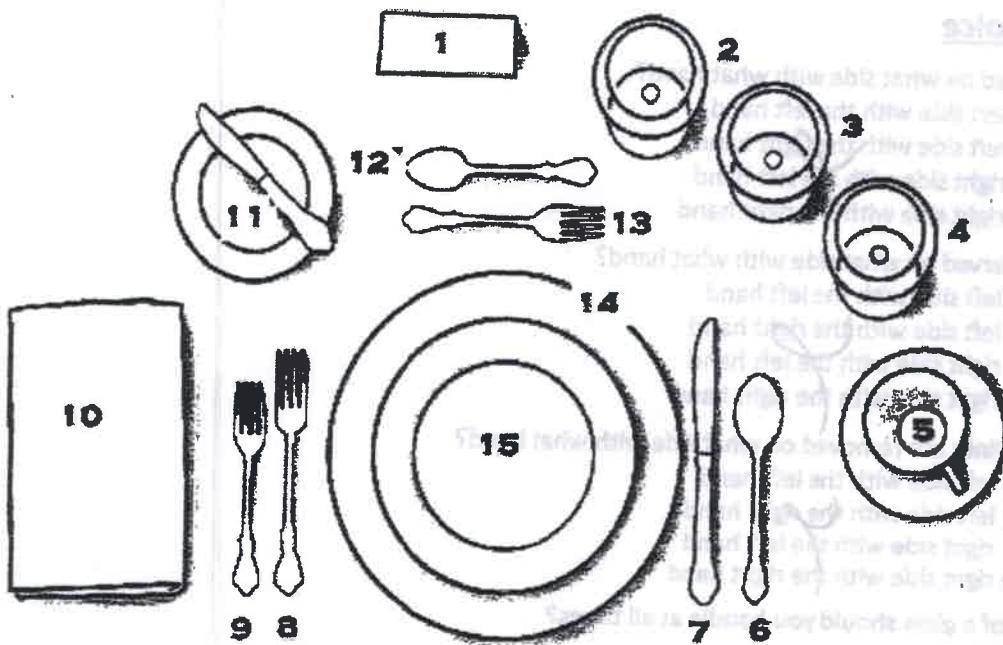
C Scullery 
 A Queen Mary 
 E Chaffing Dish 
 B French Passing
 G Russian Service
 F Corkscrew
 D Tray Jack 

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

Name Jeffrey Brown

Score / 35

Servers Test



Match the Number to the Correct Vocabulary

10 Napkin

11 Bread Plate and Knife

1 Name Place Card

12 Teaspoon

13 Dessert Fork

6 Soup Spoon

15 Salad Plate

4 Water Glass

8 Dinner Fork

5 Tea or Coffee Cup and Saucer

7 Dinner Knife

3 Wine Glass (Red)

9 Salad Fork

14 Service Plate

2 7 Wine Glass (White)

Fill in the Blank

1. The utensils are placed 4 inches 8 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar + milk
3. Synchronized service is when: All are served at the exact same time
4. What is generally indicated on the name placard other than the name? The name of count or royal
5. The Protein on a plate is typically served at what hour on the clock? 30 mins
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Go to the chef