

LA'JEANA THOMPSON

Brisbane, CA

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SKILLS:

- 15 years of diversified work experience with an emphasis on communication
- Over 10 years of providing excellent customer service and community development
- Experience working with the public in a friendly helpful manner
- Computer Skills: Microsoft Word, Power Point, Excel, Internet
- Experienced in using the telephone, copier and fax machine
- Dependable and hard-working, with good multi-tasking ability

WORK EXPERIENCE:

Attack Marketing & Promotions- San Francisco, CA	4/2016 - Present
Brand Ambassador/ Samsung/ Facebook/ Intel and LinkedIn	
<ul style="list-style-type: none">• Greet all clients, customers, professional staff and peers• Interact and effectively communicate with all clients, customers, professional staff and peers• Assist with conference and event registration• Provide all assigned credentials badges to conference or event attendees	
Public Authority /In Home Supportive Services- San Francisco, CA	5/2005- On-Call
Personal Care Assistant	
<ul style="list-style-type: none">• Transport client to numerous appointments• Assist client with bathing and entering and exiting the bed• Cooking and Clearing and change bed linens, washed and ironed laundry	
S.A.F.E Management – Sunnyvale, CA	2/2016 -3/2016
Security Officer	
<ul style="list-style-type: none">• Performed duties of access control and report writing• Safely escorted professional athletes and their staff• Foot patrol inside and outside the Moscone Center and Levi Stadium• Monitored metal detectors and CCTV cameras	
Pacific Coast Staffing- San Francisco, CA	12/2015- 2/2016
Front Desk Clerk	
<ul style="list-style-type: none">• Provided great customer service to tenants and visitors• Monitored building to ensure safety• Checked guest in and out while monitoring traffic• Performed access control and recorded and reported all written incident reports• Answered all in-coming calls• Monitored CCTV cameras	
Duggans & Associates- Los Angeles, CA	9/2014- 4/2015
Commercial & Residential Painter	
<ul style="list-style-type: none">• Apply primer, oil based, finish and semi-gloss paint on commercial and residential projects• Clean and prepped all material in commercial and residential projects before applying material and products• Mix and match paints• Operate scissor lift and JLG boom lift	

EDUCATION:

A.A Degree City College of San Francisco, CA

2003-2007

References available upon request



Multiple Choice

45/6

- 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

- 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

- 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

- 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

- 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

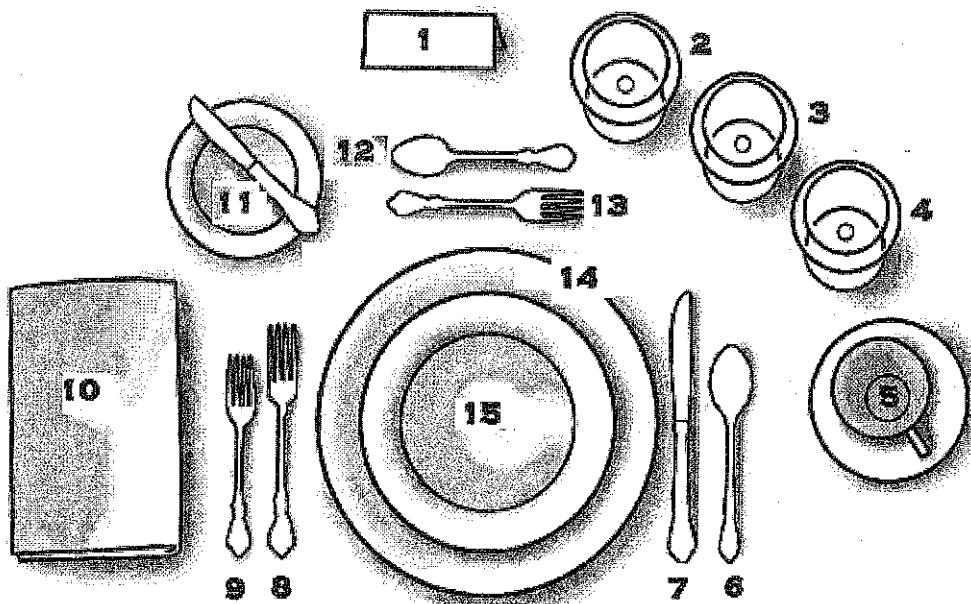
- Scullery
- Queen Mary
- Chaffing Dish
- French Passing
- Russian Service
- Corkscrew
- Tray Jack

- 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 44 Sean Thompson

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>5</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>7</u>	Tea or Coffee Cup and Saucer
<u>12</u>	Name Place Card	<u>6</u>	Dinner Knife
<u>13</u>	Teaspoon	<u>8</u>	Wine Glass (Red)
<u>14</u>	Dessert Fork	<u>14</u>	Salad Fork
<u>15</u>	Soup Spoon	<u>17</u>	Service Plate
<u>1</u>	Salad Plate	<u>18</u>	Wine Glass (White)
<u>2</u>	Water Glass		

Fill in the Blank

1. The utensils are placed _____ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? _____
3. Synchronized service is when: _____
4. What is generally indicated on the name placard other than the name? _____
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?
