

# 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

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## WORK EXPERIENCE:

Attack Marketing & Promotions- San Francisco, CA 4/2016 - Present

**Brand Ambassador/ Samsung/ Facebook/ Intel and LinkedIn**

- 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**

- Transport client to numerous appointments
- Assist client with bathing and entering and exiting the bed
- Cooking and Cleaning and change bed linens, washed and ironed laundry

S.A.F.E Management - Sunnyvale, CA 2/2016 -3/2016

**Security Officer**

- 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**

- 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**

- 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

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## EDUCATION:

A.A Degree City College of San Francisco, CA

2003-2007

*References available upon request*



Name \_\_\_\_\_

**Servers Test**

Score / 35

**Multiple Choice**

450/6

- 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 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

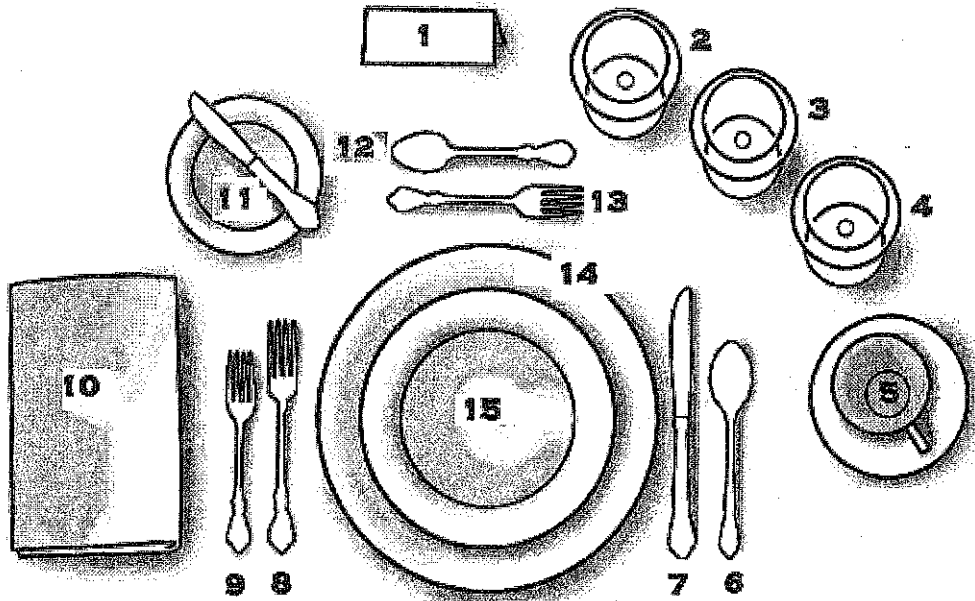
**Match the Correct Vocabulary**

- |                       |   |
|-----------------------|---|
| _____ Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| _____ 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) |
| _____ Chaffing Dish   | C. Used to hold a large tray on the dining floor  |
| _____ French Passing  | D. Area for dirty dishware and glasses  |
| _____ Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| _____ Corkscrew       | F. Used to open bottles of wine   |
| _____ Tray Jack       | G. Style of dining in which the courses come out one at a time  |

Name LA SEANNA THOMPSON

**Servers Test**

Score / 35



**Match the Number to the Correct Vocabulary**

- |           |                       |           |                              |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin                | <u>5</u>  | Tea or Coffee Cup and Saucer |
| <u>11</u> | Bread Plate and Knife | <u>7</u>  | Dinner Knife                 |
| <u>1</u>  | Name Place Card       | <u>12</u> | Wine Glass (Red)             |
| <u>12</u> | Teaspoon              | <u>8</u>  | Salad Fork                   |
| <u>13</u> | Dessert Fork          | <u>14</u> | Service Plate                |
| <u>6</u>  | Soup Spoon            | <u>4</u>  | Wine Glass (White)           |
| <u>15</u> | Salad Plate           |           |                              |
| <u>3</u>  | Water Glass           |           |                              |

**Fill in the Blank**

- The utensils are placed \_\_\_\_\_ inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? \_\_\_\_\_
- Synchronized service is when: \_\_\_\_\_
- What is generally indicated on the name placard other than the name? \_\_\_\_\_
- The Protein on a plate is typically served at what hour on the clock? \_\_\_\_\_
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
\_\_\_\_\_