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## ROBYN PRIESING

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9571 Netherway Dr., Huntington Beach CA 92646  
(949) 981-9145 robynpriesing@gmail.com



### OBJECTIVE

To use my managerial, problem-solving, and communication skills in the Retail industry while providing a positive experience for clients and staff.

### EXPERIENCE

#### **UNITED STATES AIR FORCE LAS VEGAS/ALASKA/CALIFORNIA – 2000 - 2011** Staff

Sergeant - Information Manager

- Supervised, wrote/reviewed all evaluations, and maintained/updated training records for over 15 Airmen
- Oversaw 14+ Offices of Record, managed/trained 32 Records Custodians & 14 Chief Records Officers; ensured hard/soft copy files were cutoff, maintained, and disposed in accordance with AF directive
- Provided critical admin support to 20 Commanders and over 1,000 mil/civ personnel; coordinated guest speakers, prepared awards, set up media/audio & video for numerous training/meetings
- Controlled multi-million dollar equipment account for 500+ mil/civ personnel; maintained all incoming/outgoing equipment & records for entire squadron
- 2008 Eielson AFB Information Manager of the Year
- Managed Base wide publications/forms development, design, control, storage, acquisition, and dissemination for all mil/civ personnel

#### **YUKON CLUB EIELSON AFB AK – 2002-2003**

Night Manager

- Provided customer service to restaurant & bar patrons; ensured food/beverages delivered and customers satisfied
- Oversaw nightly bar operations; performed daily liquor inventories, assisted in kitchen and behind bar when needed
- Helped bartenders with cashier duties, closed out registers/nightly accounting; ensured state and local alcohol laws are observed and followed
- Coordinated with DJ's/bands to ensure overall club goers are entertained

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## SKILLS

- ☐ Over 25 years in customer service
- ☐ Team player
- ☐ Self Starter and highly motivated
- ☐ Positive attitude
- ☐ Works well under pressure
- ☐ Takes direction well
- ☐ Proficient in Microsoft Word, Excel, Power Point, Outlook, and most Office products
- ☐ Easily adapts to new environments and able to think quickly in high paced situations

## EDUCATION

- ☐ 2000 USAF Basic Military Training (Lackland AFB, TX)
- ☐ 2000 Information Management Apprentice Course (Keesler AFB, MS)
- ☐ 2004 - 2005 Wayland Baptist University & Embry Riddle Aeronautical University (Eielson AFB, AK)
- ☐ 2005 Airman Leadership School (Eielson AFB, AK)
- ☐ 2009 Information Management Craftsman Course (Keesler AFB, MS)

## REFERENCES

- ☐ Jana Johnson    Huntington Beach CA (760) 458-0384
- ☐ Chelsea Pizzolatto Fountain Valley CA    (562) 394-7025
- ☐ Lauren Chapman    Costa Mesa CA    (619) 804-0695



Name Robyn Priesing  
Score 735

## Servers Test

### Multiple Choice

- C 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 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
- 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

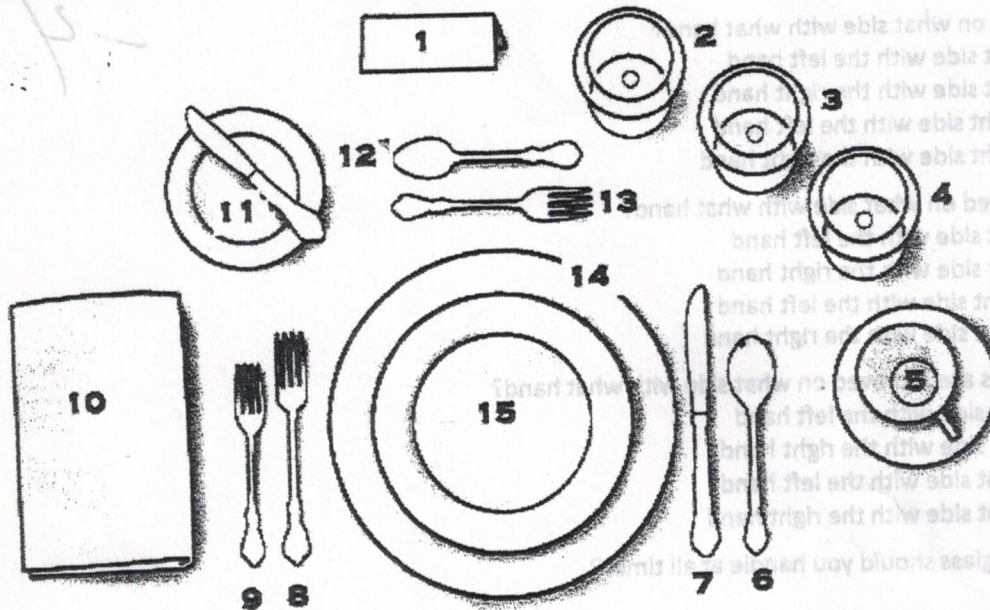
- |                          |   |
|--------------------------|---|
| <u>D</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</u> Queen Mary      | B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>A</u> Chaffing Dish   | C. Used to hold a large tray on the dining floor  |
| <u>B</u> French Passing  | D. Area for dirty dishware and glasses  |
| <u>G</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>F</u> Corkscrew       | F. Used to open bottles of wine   |
| <u>C</u> Tray Jack       | G. Style of dining in which the courses come out one at a time  |



Name Robyn

**Servers Test**

Score / 35



**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
- 2 Water Glass

- 8 Dinner Fork
- 5 Tea or Coffee Cup and Saucer
- 7 Dinner Knife
- 3 Wine Glass (Red)
- 9 Salad Fork
- 15 Service Plate
- 4 Wine Glass (White)

**Fill in the Blank**

1. The utensils are placed 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream & Sugar
3. Synchronized service is when: each table is served at the same time
4. What is generally indicated on the name placard other than the name? Seat placement
5. The Protein on a plate is typically served at what hour on the clock? 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Tell the chef