

TASHONE RUSSOM

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OBJECTIVE:

To secure a position in customer service with a company that will maximize my experience, knowledge, and organizational skills in the achievement of customer satisfaction.

QUALIFICATIONS:

- Strong customer service skills
- Dependable
- Personable and positive attitude
- Attentive to detail and highly organized

EXPERIENCE:

Server

William P. Miller Events- Los Angeles, CA

2007-Present

- Place food servings on plates or trays according to event coordinators
- Stock service stations with items such as ice, napkins, or straws
- Monitor food preparation or serving techniques to ensure that proper procedures are followed
- Serve 10-500 guests in attendance of high profile events
- Operate efficiently in fast paced circumstances

Quality Assurance Manager

Donor Services Group- Los Angeles, CA

2007-2009

- Identified issues that required follow-up or investigation
- Conducted periodic internal reviews and audits to ensure that procedures were followed
- Disseminated written policies and procedures updates to staff
- Monitored phone calls
- Supervised a department consisting of 100+ employees

Server

ASTAFF- Playa Del Rey, CA

2004-2011

- Served guests at catering events
- Assisted in organizing staff parties for contracted companies
- Ensured requested amenities and foods were available during events
- Served food, wine, desserts, and non-alcoholic beverages
- Greeted event attendees

Server

Coco's Restaurant- Los Angeles, CA

2001-2003

- Checked with customers to ensure that they were enjoying their meals and took action to correct any problems
- Wrote patrons' food orders on order slips and entered orders into computers for transmittal to kitchen staff.
- Served food and beverages to patrons along with specialty dishes as requested
- Prepared checks that itemized and totaled meal costs and sales taxes

EDUCATION:

Los Angeles City College- Los Angeles, CA
Associates of Arts, Communication

Coursework Completed

William Howard Taft High School- Woodland Hills, CA
Diploma

1992

Name Tashara Russon

Servers Test

Score / 35

Multiple Choice

- 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
- 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

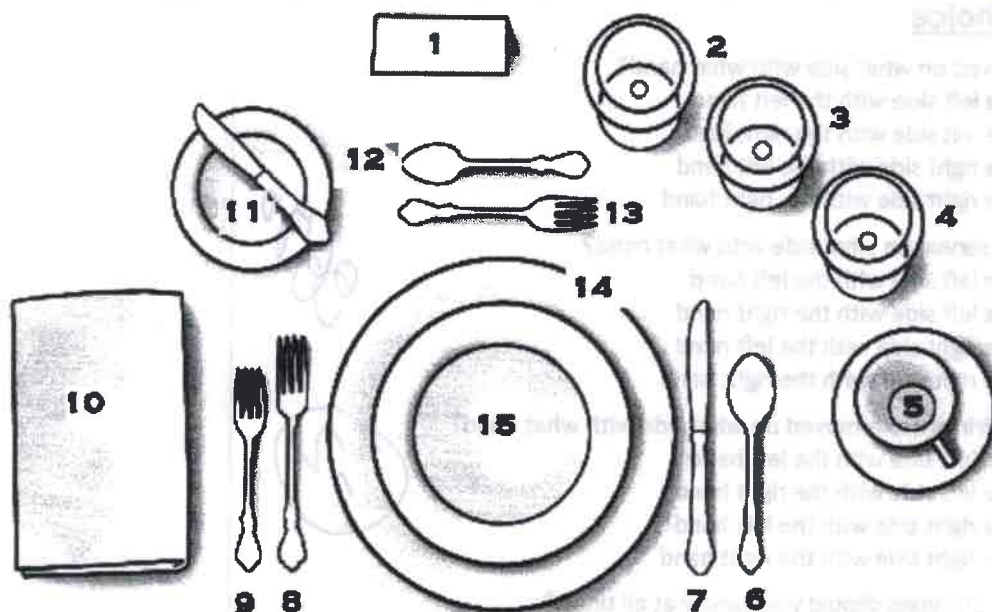
Match the Correct Vocabulary

- | | | | |
|----------|-----------------|----|--|
| <u>D</u> | Scully | 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>H</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 |

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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>2</u>	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>3</u>	Wine Glass (White)
<u>4</u>	Water Glass		

Fill in the Blank

- The utensils are placed 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, cream
- Synchronized service is when: all the food comes out at the same time
- What is generally indicated on the name placard other than the name? Table #
- 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?

Go to the Kitchen and request what the guests asked for. Also assure the guest you will address the matter immediately.