

Charles Griffith
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Professional Summary

Energetic sales associate with a strong background in retail sales, fashion merchandising and customer service support. Team-oriented Retail Sales Associate who works well in a collaborative environment, yet thrives on personal sales achievements.

Highlights

- Exceptional customer service
- Superb interpersonal skills
- Cash handling expertise
- Shipping and receiving
- Superb sales professional
- Strong communication skills
- Display design
- Store planning and design

Professional Experience

Enterprise Rental Car

October 2015 to Current

Driver

Des Moines, IA

Responsible for transporting fleet cars and vans to and from various locations, as well as navigating written directions. Drive various vehicles in and around Des Moines International Airport. Deliver vehicles to appropriate destination in a safe and courteous manner. Ride with or follow other drivers to drop off vehicles at proper destination. Perform other duties as assigned.

Holiday Inn

March 2015 to Current

Shuttle Driver

Des Moines, IA

Driving hotel guests to and from the airport and other assigned trips, obeying all traffic rules and regulations constantly throughout shift to ensure a safe, accident-free trip. Assist guest with storage and retrieving their luggage from the van. Open vehicles and hotel doors to assist guests. Respond to guest questions, issues and problems regarding transportation, hotel services and local events, points of interest and activities. Identify, assist, and accommodate guests with physical limitations or disabilities. Maintain the hotel van; gas, oil, cleanliness; filling in daily van reports and reporting any malfunctions on a daily basis. Keeps abreast of local activities and the area's establishments in order to answer questions, recommend and give directions. Maintains a friendly, cheerful and courteous demeanor at all times. Performs other duties as requested by leadership.

Sheraton Hotel January 2014 to March 2015

Banquet Service/Set Up

West Des Moines, IA

Organized and implemented banquet event orders. Seated guests and served food for wedding receptions, business luncheons, and parties. Provided excellent customer service. Made recommendations upon request. Followed all safety and health regulations. Worked as part of a team and coordinated activities with co-workers.

Goodwill Services January 2013 to January 2014

Material Handler

Des Moines, IA

Located materials on the shelves for packaging and placement on a delivery truck. Palletized and labeled packages. Pulled materials off the truck and placed them in their proper locations. Ensured production areas were fully stocked.

Mile Hi Clothing September 2005 to August 2012

Assistant Manager

Denver, CO

Provided exceptional customer service. Assisted customers with selecting merchandise. Responsible for handling cash and making money drops. Coordinated shipping and receiving duties. Used exceptional communication skills for sales. Designed store layout and displays.

Accomplishments: Named "Associate of the Quarter" for exceeding all customer service goals. Routinely helped as many as 30 customers each day in a high-volume retail outlet. Met monthly sales goals for 6 months straight.

Education

Des Moines Area Community College: General Education Diploma (2001)

Servers Test

Multiple Choice

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

c 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

b 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

b 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

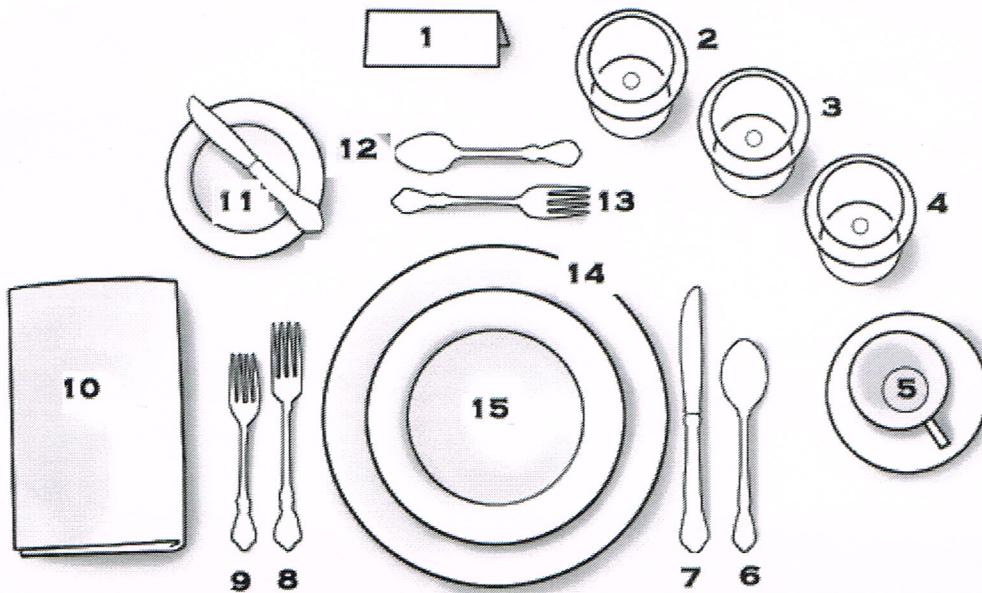
b 6) If you bring the wrong entrée to a guest what should you do?
 a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served
 c) Try to convince 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

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

Name _____ 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
2	Water Glass

8	Dinner Fork
7	Tea or Coffee Cup and Saucer
14	Dinner Knife
3	Wine Glass (Red)
9	Salad Fork
12	Service Plate
2	Wine Glass (White)

Fill in the Blank

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