

ERICA JACKSON

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Education: **Theatre of Arts Hollywood for the Contemporary Actor**
Associates Conservatory Degree

September 2015-Current

East Carolina University Greenville NC
Exercise and Sports Physiology

August 2002- July 2004

John A. Holmes High School Edenton NC
Diploma

August 1998-May 2002

Certifications: CPR AED Certified 3/22/14-3/31/2016; 3-22-16 to 3-1-2018
NTTI CERTIFICATION (National Tanning Training Institute Member) no expiration
TIPS (Training for Intervention Procedures) Certification 12/8/2014-12/8/2017

License: Healthcare Producers License: NC

Programs: Microsoft programs (Word, PowerPoint, Excel), IDX systems, MDe systems (Billing/Coding),
ABC Financial Systems

Employment: TV/Film/Theatrical Production

Don B. Welch Productions, Los Angeles CA
Front House Staff
• Ticket sales, guest seating, assistant stage manager and to actors backstage

November 2015-Current

Sales Consultant/Promotion Team

Planet Fitness, Burbank, CA 91505
Supervisor

- Training staff members
- Presale management
- Close out draw/POS maintenance procedures
- Conclusive with Member Service Associate job duties

Oct. 2016
July 2015-Current

Planet Fitness, Elizabeth City, NC 27909

October 2014-June 2015

Member Service Associate/Lead

- Greet, Check in members
- Complete membership sign-ups
- Input agreements
- Provide cleaning services for entire gym and equipment
- Create employee training documents to aide management in delegating cleaning task for daily activities for day and overnight cleaners

AFLAC, Elizabeth City, NC

Administrative Assistant

July 2014-June 2015

- Delegate calls and interview scheduling for District and Regional Director
- Inventory maintenance for District Manager, Regional Director, and Sales Representatives
- Contracting Agreements and Claims processing
- Recruiting

Gold's Gym Epicenter, Charlotte, NC/Harrisburg, NC

August 2013-June 2014

Membership Sales

- Organizing sales and marketing to promote business
- Developed skills in creating and executing direct sales, establishing a client/membership base, and customer service
- Promote corporate relations

Service Representative

Dicks Sporting Goods, Raleigh, NC-Charlotte, NC

June 2013-December 2013

Footwear Sales

- Executing direct sales for footwear and soft apparel and execute cashier transactions

Right Source Pharmacy, Raleigh, NC

Dec 2012-March 2013

- Efficiently assisting guests in all outlets of customer service
- Track and Fill Prescription orders for mail orders

Pharmacy Technician

Walmart Pharmacy, Williamston, NC

May 2012-November 2012

- Maintaining patient profiles, reading and filling prescriptions orders, preparing and processing insurance claim forms, and performing cashier transactions

Health and Group Fitness Instructor

Gold's Gym/Carolina Fitness Group, Raleigh, NC

June 2011-Nov 2011

- Facilitate boot camp style fitness programs for all fitness levels and perform BMI and body fat percentages periodically

New U Nutrition, Cary, NC

October 2010-June 2011

- Organize marketing and promotions to promote business and create individualized health and wellness programs; personalized workout curriculums

Patient Services

Triangle Family Practice/Duke Primary Care, Durham, NC

December 2008-January 2011

- Patient scheduling for primary care physicians, physician assistants and nurse practitioners
- Medical records/filing and encounter forms receipt to input medical billing and coding
- Patient check-in and check-out/health insurance input and copayment collections

Personalized Therapy Incorporated, Greenville, NC

January 2007-October 2008

- Scheduling for therapist and administrative job duties aiding office manager; medical records filing and phone operations

Hospitality/Restaurants

Sydney's Café and Bistro, Elizabeth City, NC

July 2014-Febrary 2015

- Server: Take guest orders. Follow proper POS transactions. Knowledgeable of all menu items, including beers and wine. Perform proper opening and closing procedures

TRIPPS, Greenville, NC

March 2007-September 2007

- Hostess: greet and seat guest. Follow proper server rotation guidelines. Maintain cleanliness of lobby and surrounding areas

Olive Garden, Greenville, NC

July 2004-October 2006

- Hostess: greet and seat guest. Follow proper server rotation guidelines. Maintain cleanliness of lobby and surrounding areas
- Server: Take guest orders. Follow proper POS transactions. Knowledgeable of all menu items and wines. Perform proper opening and closing procedures.

Secretarial/Work Study

East Carolina University Football Office

January 2004-May 2004

- Phone operations directing to coaches and staff; formatting recruiting letters, spreadsheets, mail, and emails; aide in sporting event promotions and games

East Carolina University Women's Basketball Office

November 2003-January 2004

- Phone operations directing to coaches and staff; formatting recruiting letters, spreadsheets, mail, and emails; aide coach and assistant coach in sporting event practices and games

Additional Skills Proficient with data input; fact-finding; sales forecasting; trouble shooting/problem solving; direct sales; superior customer service skills; marketing and independent work habits

Multiple Choice

D 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

A 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 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

P Scullery

A Metal buffet device used to keep food warm by heating it over warmed water

L 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)

A Chaffing Dish

C Used to hold a large tray on the dining floor

G French Passing

D Area for dirty dishware and glasses

B Russian Service

E Large metal shelving unit for prepared food to be held or for dirty trays to be stored

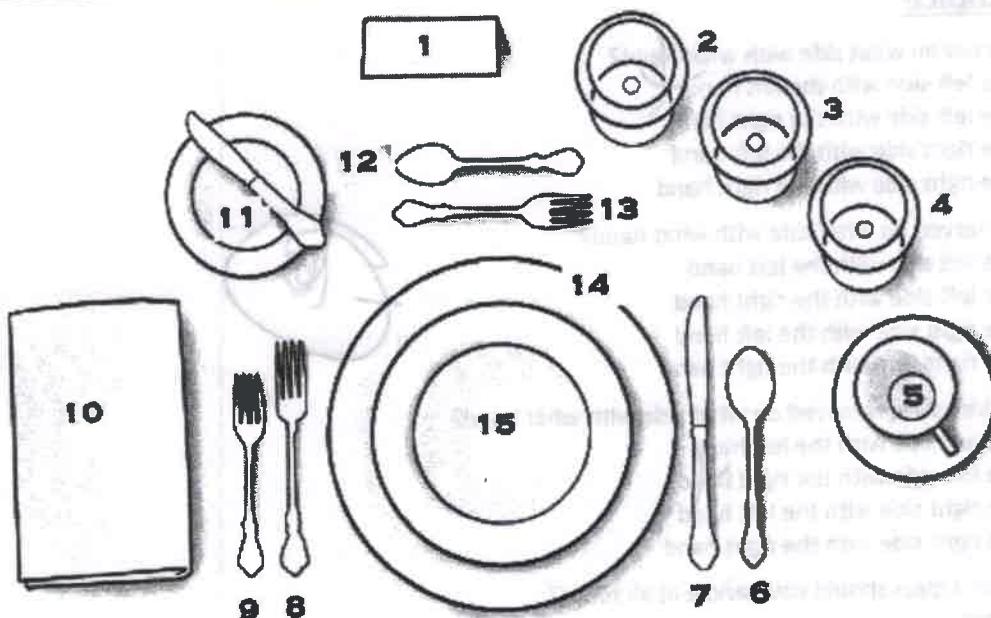
F Corkscrew

F Used to open bottles of wine

G Tray Jack

G Style of dining in which the courses come out one at a time

Servers Test



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>12</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

1. The utensils are placed 2 inches inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cup/saucer - hot water - spoon
3. Synchronized service is when: 6
4. What is generally indicated on the name placard other than the name? Food name / items.
5. The Protein on a plate is typically served at what hour on the clock? 7
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Show them those items on menu or suggest those items