

Jennifer Samson

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Qualifications

Genuine talent in building relationships with the ability to communicate effectively across all age groups and levels of an organization. Excellent qualifications in leadership, customer service, employee supervision and training, client relationship management, and adaptability to unique needs. Creative and strategic, with the ability to thrive in dynamically changing environments. Results oriented, flexible, and hard working.

Experience

Server - Fire4Hire Catering **August 2015 - Present**

Establish relationships and advertise services

Serve guests food and beverages

Set up events and assist with decor

Ensure quality service by effective communication with crew

Work with event host and arrange special requests

Independent Business Owner – ACN **January 2014 - Present**

Schedule client meetings and present services offered

Acquire customers through warm markets of existing clientele

Successfully train new business owners to obtain customers

Motivate team through meetings and team building exercises

Educate teams about leadership by implementing strategic ideas during conferences

Education

Associates Degree in Communication **2014**

Gavilan College

High School Diploma **2009**

Gilroy High School

Skills

Extensive customer service experience and ability to work in a diverse environment

Proficient using MS office Suite 2010: Outlook, Word, and PowerPoint

Strong initiator with organizational, and managerial skills

Relationship marketing background including but not limited to expanding network connections, introducing products persuasively, strong interpersonal skills and effective follow ups

Name Jennifer Samson
Servers Test Score / 35

Multiple Choice

29/35 = 83%

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

A 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

D Scullery

E Queen Mary

A Chaffing Dish

B French Passing

G Russian Service

F Corkscrew

C Tray Jack

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

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)

C Used to hold a large tray on the dining floor

D Area for dirty dishware and glasses

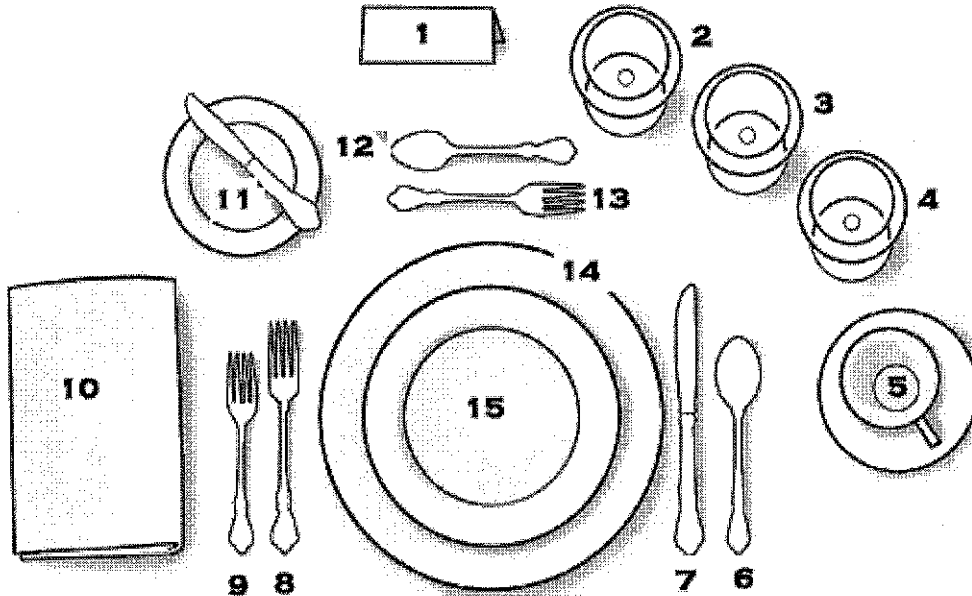
E Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Used to open bottles of wine

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

Name Jennifer Jamison
Score / 35

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>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 One inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Dessert cream & sugar
- Synchronized service is when: Timed accordingly - Meals & Plating
- What is generally indicated on the name placard other than the name? Food allergies meal choice
- 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?
Inform the kitchen

Cashier Test

Score / 15

14/15 = 93%

- B 1) A roll of quarters is worth?
a) \$5.00
b) \$10.00
c) \$15.00
d) \$20.00
- A 2) A roll of dimes is worth?
a) \$5.00
b) \$4.00
c) \$3.00
d) \$2.00
- D 3) A roll of nickels is worth?
a) \$8.00
b) \$6.00
c) \$4.00
d) \$2.00
- C 4) A roll of pennies is worth?
a) \$1.00
b) \$0.75
c) \$0.50
d) \$0.25
- C 5) What does POS stand for?
a) Patience over standards
b) Percentage of sales
c) Point of sales
d) People over service
- 8.75% 6) What is the current sales tax rate in your city _____?
- C 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?
a) \$4.06
b) \$2.06
c) \$7.06
d) \$5.06
$$10 - \begin{array}{r} 1.25 \\ 0.90 \\ 0.79 \\ \hline 2.94 \end{array} = 7.06$$
- B 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?
a) \$19.50
b) \$14.50
c) \$9.50
d) \$4.50
$$\begin{array}{r} 10.50 \times 2 \\ 7.25 \times 2 \\ \hline 35.50 \end{array}$$
- D 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?
a) \$6.00
b) \$8.00
c) \$10.00
d) \$12.00
$$3.75 + 4.25 = 8.00$$
- A 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?
a) \$78.50
b) \$58.50
c) \$38.50
d) \$28.50
$$\begin{array}{r} 3.75 (2) \\ 1.25 (2) \\ 2.50 (2) \\ 3.25 (2) \\ \hline 20.00 \end{array}$$

A

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

B

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? CA ID

15) How many \$20 bills are in a bank band? 100 bills or \$2000.00