

Bahiyah Smith

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HIGHLIGHTS OF QUALIFICATIONS

- WINDOWS
- CUSTOMER SERVICE
- MS EXCEL
- MS WORD
- 40 WPM KEYBOARD
- CASH HANDLING
- SPREADSHEETS
- APPT SCHEDULING
- MS WORKS

WORK EXPERIENCE

Spectra 7/2013 - current

Concessions/cashier - Oakland, Ca

Prep food serve food cashier maintain clean environment and customer service

UPS - Oakland, Ca 9/2013 - 9/2014
Package Handler

Command Center - Hayward, Ca 4/2012- 6/2013
Auction Driver

Experienced driver drives various vehicles through auction block for bidding

Landmark Event Staffing Services, Inc. - Oakland, Ca 9/2011- 8/2014
Event Security/ Supervisor

Supervise staff while providing security to clients and fans at various events. Also asst. clients and fans with ticketing, seating and general directions, while maintaining a safe and secure environment

First Advantage Tax Consulting - Alameda, Ca 9/2007 - 1/2008
Customer Service/ Data Entry
Data entry, filing, faxing, and mailing various forms to Companies for Tax Credit purposes also handled customer and employee surveys and inquiries

TravelSmith Inc. - Novato, Ca 2/2005 - 5/2006
Customer Service/ Data Entry
Worked in a Call Center handling catalog orders, inquiries and sales, returns and exchanges, billing and shipping

WillowTree Nursing & Rehab Center - Oakland, Ca 9/2001 - 4/2003
Certified Nurse Assistant

Asst. clients with ADL's, mobility and ongoing skin care and treatment, ensure their living area is clean and neat

EDUCATION

Administrative Assistant Kentfield, Ca IN PROGRESS
College Of Marin

Phlebotomy St. Helena, Ca 6/2002
Boston Reed College

Certified Nurse Assistant South San Francisco, Ca 6/2001- 9/2001
NCP Vocational School



Servers Test

Multiple Choice

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

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

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

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

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

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

Scullery

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

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)

Chaffing Dish

C. Used to hold a large tray on the dining floor

French Passing

D. Area for dirty dishware and glasses

Russian Service

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

Corkscrew

F. Used to open bottles of wine

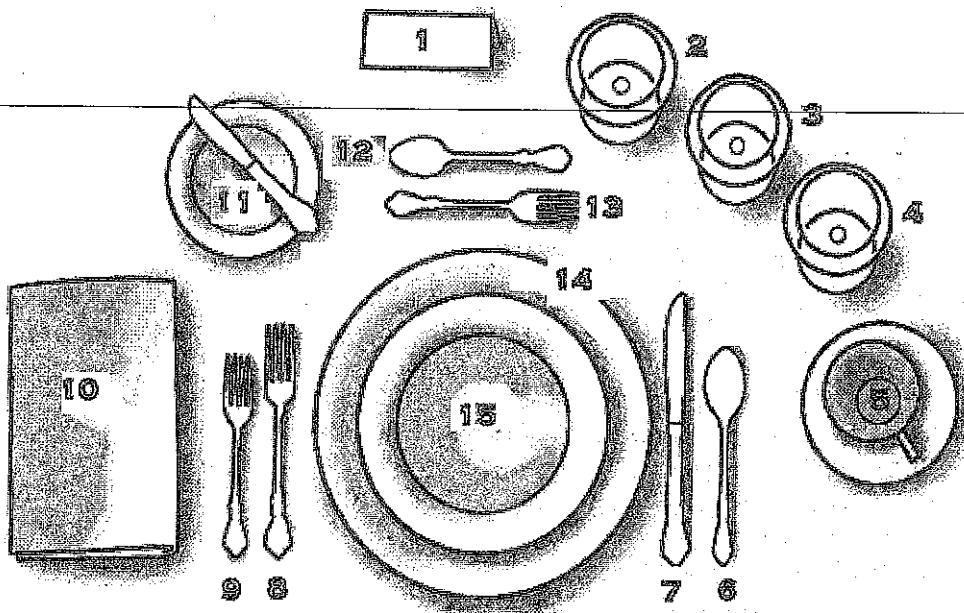
Tray Jack

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

Name _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>6</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>12</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>13</u>	Teaspoon	<u>2</u>	Wine Glass (Red)
<u>14</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>15</u>	Soup Spoon	<u>14</u>	Service Plate
<u>16</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>17</u>	Water Glass		

Fill in the Blank

1. The utensils are placed _____ inch (es) from the edge of the table. 5-6
2. Coffee and Tea service should be accompanied by what extras? Saucer
3. Synchronized service is when: Server all at once
4. What is generally indicated on the name placard other than the name? TABLE # ORDER BY ITEMS PARTIEN NAME
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? LET THE COOK KNOW SO IT CAN BE READY