

# **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



Name Bahiyah Smith  
Score 30/35

**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 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

X 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

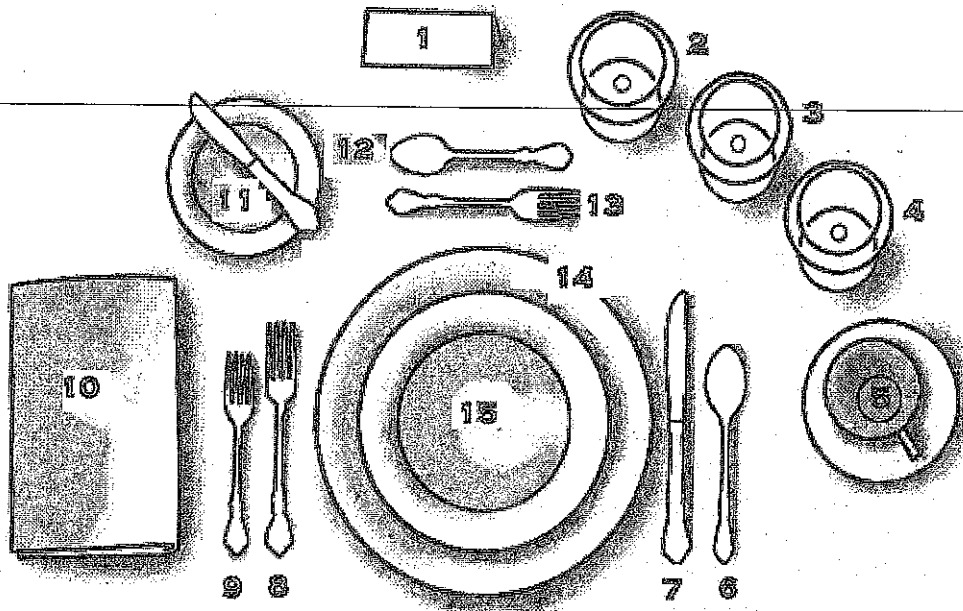
F Used to open bottles of wine

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

Name \_\_\_\_\_

**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>4</u>  | Salad Fork                   |
| <u>12</u> | Soup Spoon            | <u>14</u> | Service Plate                |
| <u>10</u> | Salad Plate           | <u>3</u>  | Wine Glass (White)           |
| <u>4</u>  | Water Glass           |           |                              |

**Fill in the Blank**

- The utensils are placed 5-10 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Saucer
- Synchronized service is when: served all at once
- What is generally indicated on the name placard other than the name? TABLE # ORDER # ITEMS PARTIENAMES
- The Protein on a plate is typically served at what hour on the clock? \_\_\_\_\_
- 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