

AMIRAH MANCIL-ALVA

1276 West 39th Street, Apt. 8, Los Angeles, CA 90037

PH: (323) 399-7318 Email: Amirah.alva@yahoo.com

OBJECTIVE

I would like to obtain a position as an Associate for Acrobat.

SKILLS

Ability to take initiative and be resourceful.
Effective problem solver; prioritizes and manages heavy work flow without direct supervision.
Leadership and motivational skills.
Excellent verbal and writing skills.
Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook),
Blogger and Social Media Network.
Typing 55 (wpm)

EXPERIENCE

Lead Hostess ,Lotus Hookah Lounge/Restaurant, Los Angeles, CA March 2014-August 2016

Greet customers, seat them at tables and alert servers of any special needs.
Provided guests menus and assisted servers in serving beverages, wine, and cocktails.
Spoke to patrons to guaranteed satisfaction with food and service. Responded to complaints, requests, and accommodations in a promptly manner.
Answer the phones, handled to go orders and booking reservations.

In-Kind Assistant , A Place Called Home, South Central Los Angeles, CA March 2015- January 2016

- Assisted with Receipt and acknowledgement of all In-kind donations.
- Assisted in ensuring that all In-kind donations are entered and tracked accurately in donor databases)
- Assisted in Deadlines met in-regards to monthly reports, yearly auditing and inventory.
- Assisted in preparing monthly report /audit ready documentation/end of the year inventory count/invoicing and donation reports for finance manage and accounting manager.
- Assisted in Outreach of businesses, volunteering and special events for donations.
- Assisted in training new volunteers on receipt and accurate inventory counting protocol.
- Other duties as assigned including assisting in other departments as needed.

Cashier/Certified Food Handler/ Shift Lead November 2012-February 2014
Auntie Anne's, Los Angeles, CA

Assisted supervisor in directing other employees through daily routines and interact with customers to ensure satisfactory experience when not around.
Operated cash register.
Ensured work area as well as product displays are clean, neat, and organized.
Ordered supplies and prepared inventory reports.

Sales Associate (In various department) November 2010- May 2013
Macy's, Pasadena, CA

Assisted customers with purchases; promoted the Macy's Rewards program.
Maintained a clean and organized store.
Operated cash register.
Handled merchandizing; places merchandise on the sales floor per Macy's standards, completes markdowns, maintains clearance area standards, fills accessories, organizes and maintains the stockroom.

EDUCATION **Westwood College, Los Angeles, CA**
Graduation Date: December 19, 2015
Associate Degree in Business Administration

Argosy University, Los Angeles, CA
Expected Graduation Date: January 2017
Bachelors of Arts: Organizational Management

Name Amirah Masal-ANA

Servers Test

Score / 35

Multiple Choice

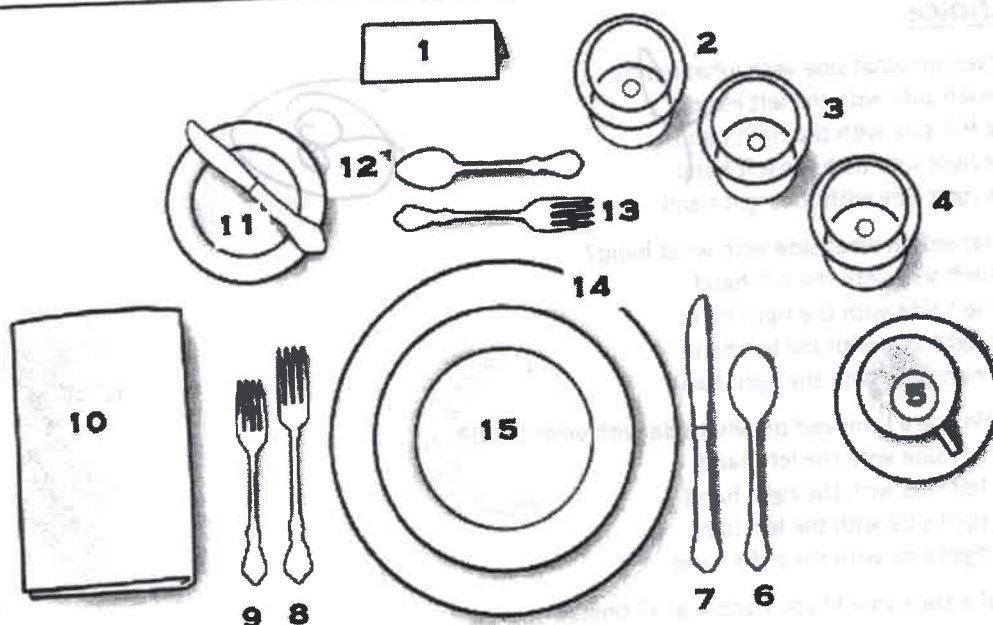
- b. 1) Food is served on what side with what hand?
a) On the left side with the left hand
b) On the left side with the right hand
c) On the right side with the left hand
d) On the right side with the right hand
- d. 2) Drinks are served on what side with what hand?
a) On the left side with the left 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
- d. 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
- 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 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

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

Servers Test

Score / 35



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

4.3. Water Glass

4. Dinner Fork

7. Tea or Coffee Cup and Saucer

3. Dinner Knife

9. Wine Glass (Red)

14. Salad Fork

2. Service Plate

5. Wine Glass (White)

Fill in the Blank

- The utensils are placed 10-12 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? dessert
- Synchronized service is when: everything comes out at once
- What is generally indicated on the name placard other than the name? a number.
- The Protein on a plate is typically served at what hour on the clock? depend
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
inform them of what you have available.