

Mercy Y. Leon

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EXPERIENCE

Cashier, Compass One LLC; Piscataway, NJ — 2013—Present

- Collecting cash, check, or charge payments from customers; giving correct change for cash payments.
- Balancing cash drawer by counting cash at beginning and end of work shift.
- Maintaining a safe and clean working environment in compliance with procedures, rules, and regulations.
- Ensuring food kiosks are stocked and organized.
- Creating a positive and friendly customer experience.

Manager, McDonald's; Piscataway, and Whitehouse Station, NJ—1992—2013

- Creating schedules for crew and management team.
- Recruiting, training and developing crew; keeping crew morale high and motivated.
- In charge of reconciling invoices, ordering and receiving products, as well as, tracking inventory variance.
- Enforcing high standard quality hygiene, health and safety.
- Keeping control of food and labor costs.
- Effectively handling and resolving customer complaints and issues.
- Ensuring the customer receives a friendly, helpful, clean and fast service.
- Providing direct supervision of restaurant and team members.
- Overseeing proper operational opening and closing duties.

EDUCATION

Universidad Central, Quito, Ecuador — Accounting

SKILLS

- Strong motivational and influential people skills.
- Ability to evaluate key service deliveries and service recovery concerns.
- Effective oral and written communication skills.
- Ability to collaborate well with peers, subordinate, customers, vendors, and corporate partners.
- An eye for detail and the ability to drive consistent brand standards.
- Experience of managing people and driving business performance.

Interview Note Sheet

Name: Murphy Leon Interviewer: J Paik
 Date: 12/2/2016 Rate of Pay: _____
 Position (s) Applied for: Server Referred by: Tanesho James

Test Scores					
Server	/35	%	Bartender	/30	%
Prep Cook	/15	%	Barista	/10	%
Grill Cook	/40	%	Cashier	/10	%
Dishwasher	/10	%	Housekeeping	/15	%

Seeking
☐ Full-Time
☒ Part-Time

Relevant Experience & Summary of Strengths Total of _____ in Food Service

Currently @ J & J - Discotown
 • Food Service Worker (Compass)
 McDonald's
 • Cashier → Assistant Manager

- max 30 min travel

Edison, NJ

P.O.S. Experience: Y / N details: _____

Transportation ☒ Car ☐ Public Transit ☐ Carpool (Rider / Driver)

Regions Available to Work:

North NJ South NJ ☒ Central NJ Jersey Shore

Certifications (if any):

TIPS ☐ Serv-Safe ☐ LEAD ☐ Other _____ Will Submit

Availability:

Open ☐ AM only ☐ ☒ PM only ☐ Weekdays only ☒ Weekends only

Details:

Uniforms Owned:

☒ Bistro ☐ Black Bistro ☐ Tuxedo ☐ 1/2 Tuxedo ☒ Black Vest ☒ Long Black Tie
☐ Chef Coat ☐ Chef Pants ☐ Knives ☒ Black Pants ☒ Non-Slip Shoes ☐ Bow Tie ☐ Other: _____

Would you recommend this applicant for Accorin Academy?

Conversion Candidates?

Other Languages Spoken:

Servers Test

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
- b 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
- b 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 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

19/35

Match the Correct Vocabulary

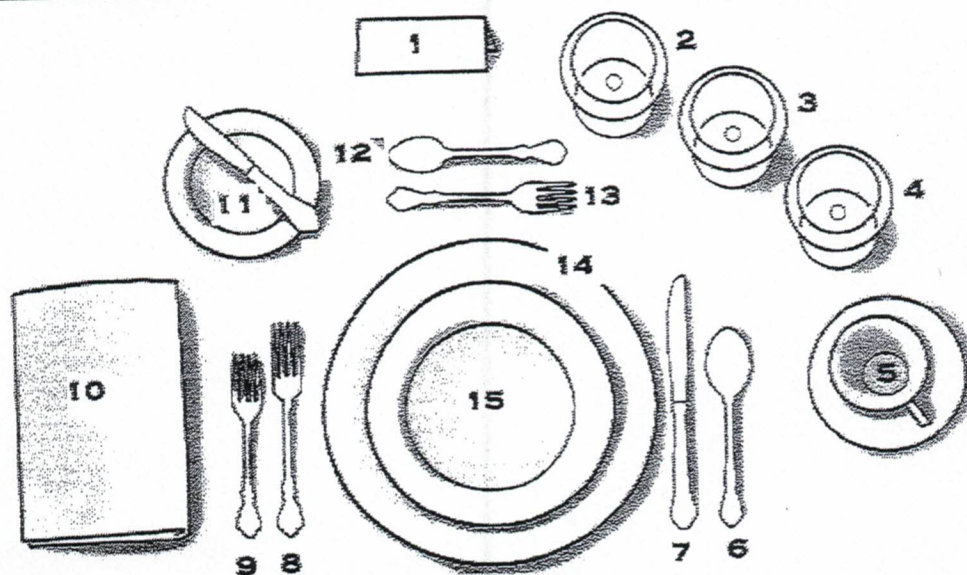
- ___ Scullery
___ Queen Mary
___ Chaffing Dish
___ French Passing
___ Russian Service
___ Corkscrew
___ Tray Jack

- 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>3</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>4</u> | Wine Glass (White) |
| <u>2</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed _____ inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? milk or cream
- Synchronized service is when: _____
- What is generally indicated on the name placard other than the name? _____
- 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?
before we take the order.