

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: <u>Murcy Leon</u>	Interviewer: <u>Ab Park</u>																						
Date: <u>12/21/2016</u>	Rate of Pay:																						
Position (s) Applied for: <u>Server</u>	Referred by: <u>Tanusha James</u>																						
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="text-align: center;">Last States:</td> </tr> <tr> <td>Server</td> <td>/35</td> <td>% Bartender</td> <td>/30</td> <td>%</td> </tr> <tr> <td>Prep Cook</td> <td>/15</td> <td>% Barista</td> <td>/10</td> <td>%</td> </tr> <tr> <td>Grill Cook</td> <td>/40</td> <td>% Cashier</td> <td>/10</td> <td>%</td> </tr> <tr> <td>Dishwasher</td> <td>/10</td> <td>% Housekeeping</td> <td>/16</td> <td>%</td> </tr> </table>		Last States:		Server	/35	% Bartender	/30	%	Prep Cook	/15	% Barista	/10	%	Grill Cook	/40	% Cashier	/10	%	Dishwasher	/10	% Housekeeping	/16	%
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<input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time																							

Relevant Experience & Summary of Services

Currently @ J&J - Discontinued  
Food Service Worker (Compass)

Total of \_\_\_\_\_ in Food Service

McDonald's  
• Cashier → Assistant Manager

- max 30 min travel

Edison, NJ

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

<input checked="" type="checkbox"/> Car	Public Transit	Carpool ( Rider / Driver )	
Regions Available to work:			
North NJ	South NJ	<input checked="" type="checkbox"/> central NJ	Jersey Shore

TIPS	Serv-Safe	LEAD	Other _____	Will Submit
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Available:	Open	AM only	PM only	Weekdays only	Weekends only
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Details:

Uniforms Desired:	<input checked="" type="checkbox"/> Bistro	<input type="checkbox"/> Black Bistro	<input type="checkbox"/> Tuxedo	<input type="checkbox"/> 1/2 Tuxedo	<input type="checkbox"/> Black Vest	<input type="checkbox"/> Long Black Tie
Chef Coat	<input type="checkbox"/> Chef Pants	<input type="checkbox"/> Knives	<input type="checkbox"/> Black Pants	<input type="checkbox"/> Non-Slip Shoes	<input type="checkbox"/> Bow Tie	<input type="checkbox"/> Other: _____

Would you recommend this applicant for Acrobet Academy?

Convention Candidate?

Other Languages Spoken:

**Servers Test**

**Multiple Choice**

d X 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 X 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 X 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 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

19/35

**Match the Correct Vocabulary**

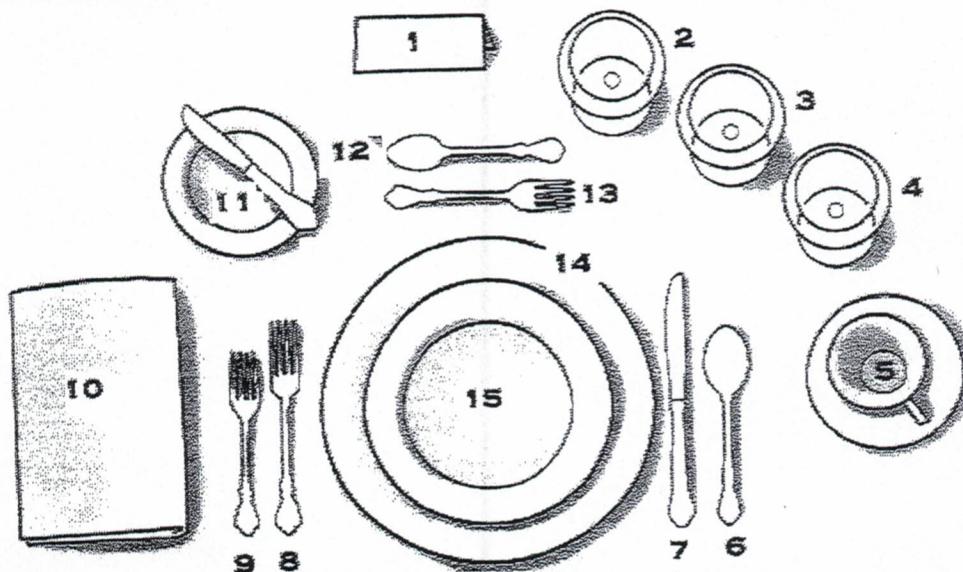
       Scullery  
       Queen Mary  
       Chaffing Dish  
       French Passing  
       Russian Service  
F Corkscrew  
C Tray Jack

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 \_\_\_\_\_

**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

12 Water Glass

8 Dinner Fork

5 Tea or Coffee Cup and Saucer

7 Dinner Knife

5 Wine Glass (Red)

9 Salad Fork

14 Service Plate

8 Wine Glass (White)

Fill in the Blank

1. The utensils are placed \_\_\_\_\_ inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? utensils or accessories

3. Synchronized service is when: \_\_\_\_\_

4. What is generally indicated on the name placard other than the 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? before went take the order