

CHARNELLE MARTIN

1050 S. Citrus Ave, Los Angeles CA 90019

Home: (909) 963-4119 cmartinconsultant32@gmail.com

EDUCATION

UNIVERSITY OF CENTRAL OKLAHOMA - EDMOND, OK

12/2014

BBA: Business Management

Emphasis: *Human Resource Management*

SKILLS

Customer relations, training and development, interviewing, cash handling, dispute resolution, leadership skills, schedule handling, inventory control, telecommunication, office works; word, powerpoint, excel, outlook.

WORK HISTORY

THE PARTY STAFF - Hollywood, CA

06/2016-Current

Hospitality Caterer/Bartender

Provide professional and attentive hospitality for high profile events such as; the Emmys, Golden Screen Awards, Children's Hospital Gala, including; weddings, birthdays, and showers .

DIXIE RESTAURANT – Edmond, OK

02/2010 - 01/ 2015

Keyholder/Lead Server

Trained new servers, balancing multiple draws daily, menu knowledge, assisted with inventory control and scheduling, rectified guest complaints quickly and efficiently.

SKKY BAR - Oklahoma City, OK

10/2011 - 05/2013

Bartender/Barback

Liquor knowledge, wine/champaign knowledge, drink knowledge, customer service, liquor inventory, and cash handling

GOLDEN OAKS ASSISTED LIVING CENTER - Enid, OK

08/2007 - 06/2009

Cook

Supervised over 10 staff, prepared breakfast/lunch (for 130 residents per meal), dish washer, dietary aide, sanitation maintenance.

Name Charnelle Martin

Servers Test

Score / 35

Multiple Choice

- A 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
- 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

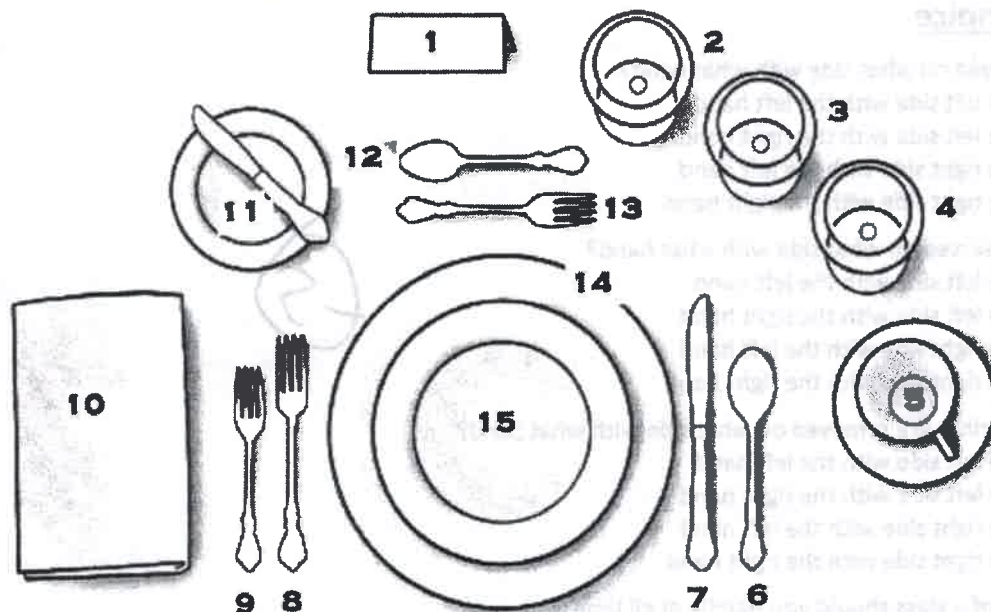
Match the Correct Vocabulary

- | | |
|--------------------------|--|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</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>G</u> French Passing | D. Area for dirty dishware and glasses |
| <u>B</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</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 |

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>4</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>3</u> | Wine Glass (White) |
| <u>24</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Dessert
- Synchronized service is when: Everyone place plates at same time
- What is generally indicated on the name placard other than the name? Meat type (Protein)
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Notify lead / captain / chef (PIC)