

# CHARNELLE MARTIN

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## 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.



**Servers Test**

**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 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

**Match the Correct Vocabulary**

S Scullery

E Queen Mary

A Chaffing Dish

G French ~~Passing~~

B 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

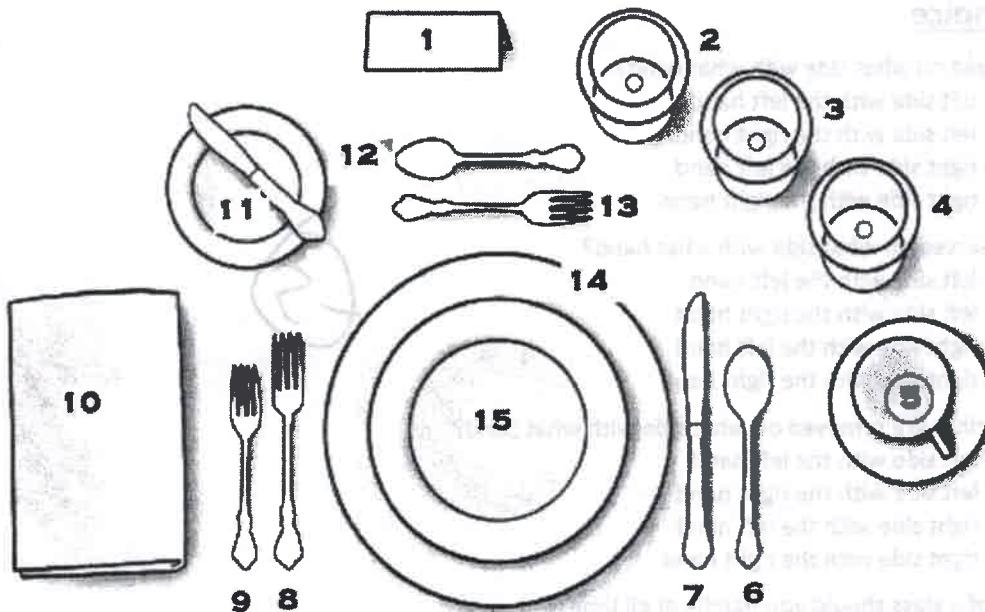
F. Used to open bottles of wine

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

Name \_\_\_\_\_

Score / 35

**Servers Test**



**Match the Number to the Correct Vocabulary**

10 Napkin

11 Bread Plate and Knife

12 Name Place Card

13 Teaspoon

14 Dessert Fork

15 Soup Spoon

16 Salad Plate

17 Water Glass

8 Dinner Fork

5 Tea or Coffee Cup and Saucer

7 Dinner Knife

4 Wine Glass (Red)

9 Salad Fork

14 Service Plate

3 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? \_\_\_\_\_
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? \_\_\_\_\_

Notify lead captain / chef (PIC)