

## **DANITA JACKSON**

1575 Turk Street # 308  
San Francisco, CA 94115  
Cell (415) 571-3272

[jacksonda08@gmail.com](mailto:jacksonda08@gmail.com)

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**OBJECTIVE:** Quick and thorough individual with 2 years of experience and knowledge of proper cleaning chemicals and techniques seeks Dishwashing or Servers position with Acrobat Outsourcing

### **QUALIFICATIONS**

**Food Service Skills:** Guest orders; setup to service; clear, clean up and breakdown; diverse guest relations; knowledge of appropriate table settings; loaded, ran and unloaded dishes from the dishwashing machine; operated standard cooking equipment; follows proper food sanitation and handling procedures; swift stamina; Food Preparation ; follows written and oral instructions; organizational and multitasking skills; works well with others

### **EMPLOYMENT HISTORY**

#### **Café Counterperson**

**04/14 – 09/14**

Rams Hire-Ability/ Café Phoenix

San Francisco, CA

- Took customer's orders and wrote ordered items on tickets
- Prepared sandwiches, salads, hot entrees and desserts for serving or for takeout
- Delivered orders to kitchen, and picked up and served food when it was ready
- Prepared bills for food, using cash registers or calculators, accepted payment and made change

#### **Office Support**

**02/11 – 10/13**

VJTV-VISUAL RADIO NETWORK

San Leandro, CA

- Answered and transferred all incoming multi-line phone system calls to appropriate staff
- Typed, printed, copied, collated and imparted advertisement materials
- Organized and maintained a filing record system for all staff members and clients
- Arranged and helped with the catering of lunch meetings

#### **Administrative Assistant/ Youth Activities Coordinator**

**07/08 – 09/10**

Western Addition Community Technology Center

San Francisco, CA

- Recruited and enrolled program participants to meet grant average daily attendance requirements
- Developed and maintained a schedule of academic, recreational and enrichment activities
- Instructed youth on the safe, sanitary and proper use of supplies and equipment at snack time
- Overseen facility management, including attendance, snacks, custodial and transportation

#### **Server/ Host Helper**

**10/07 – 12/08**

The Party Staff

San Francisco, CA

- Assembled, prepared and double checked table set up, make sure captain's station and buffet table is fully stocked upon arrival, greeted guest with beverages and appetizers
- Carried up to six entrée plates, served, replenished and bussed tables
- Familiarized myself with contents and items of menu
- Attended to guests during their entire dining experience, completed all required side work

### **EDUCATION**

ARRIBA JUNTOS: Certified CNA/ Home Health Care  
MISSION HIGH SCHOOL: High School Diploma

San Francisco, CA

Name \_\_\_\_\_

**Servers Test**

Score / 35

**Multiple Choice**

80%

- 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**

- |                              |   |
|------------------------------|---|
| <del>D</del> 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>B</u> French Passing      | ✓ D. Area for dirty dishware and glasses  |
| <del>G</del> 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  |



80%

- C 1) After washing your hands, which item should be used to dry them?
- a) Clean apron
  - b) Sanitized wiping cloth
  - ☒ c) Single use paper towel
  - d) Common used cloth
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- C 2) While washing dishes by hand, which item should you wear?
- a) Cutting glove
  - b) Oven Mitt
  - ☒ c) Rubber glove
  - d) Nothing
- d 3) When should you wash your hands?
- a) Before you start work
  - b) After handling non-food items (garbage, money, cleaning chemicals)
  - c) After using the restroom
  - ☒ d) All of the above
- b 4) If you need to move a heavy load, you should PULL and not PUSH the object.
- a) True
  - ☒ b) False
- e 5) Which of the following could you be at risk for getting burned from?
- a) Steam from boiling pots
  - b) Hot liquids (coffee, soup, tea)
  - c) Hot equipment (ovens, pots, chaffing dishes)
  - d) Harsh chemicals
  - e) All of the above
- a 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
- ☒ a) True
  - b) False
- C 7) What should you do if you spill liquids or see a liquid spill?
- a) Leave it for someone else to clean-up
  - b) Wait until the end of your shift to clean it
  - ☒ c) Flag the spill and clean it immediately
  - d) Not sure
- C 8) When handling hot items you should?
- a) Wear rubber gloves
  - b) No need to wear anything
  - ☒ c) Use an oven mitt or dry cloth towel
  - d) Nothing
- A 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?
- a) Rinsing
  - b) Scraping
  - ☒ c) Washing
  - d) Sanitizing
- C 10) What is the proper method for cleaning and sanitizing stationary equipment?
- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
  - ☒ b) Spray with a sanitizing solution, then rinse with clean water and dry
  - c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
  - d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution