

**Danielle Hendon**

**3675 S Victoria Ave**

**Los Angeles, CA 90016**

**(323)535-4508**

**[daniellelafaye19@gmail.com](mailto:daniellelafaye19@gmail.com)**

**Acrobat Outsourcing,**

Please accept the enclosed resume in which I am seeking the full or part time position as Server. Over the last 10 years I have held many customer service positions. My main objective is to provide exceptional service to all guest and being helpful to coworkers. I understand the value in working as team because you are able to view situations in different aspects which could help the outcome. I'm always willing to learn and very receptive of criticism. Overall my personality and drive would be a great asset to the company.

Thank you for your consideration.

Sincerely ,

Danielle Hendon



3675 S Victoria Ave  
Los Angeles, CA 90016

(323)535-4508  
[Daniellelafave19@gmail.com](mailto:Daniellelafave19@gmail.com)

## Danielle L. Hendon

### Education

April 2015-January 2016  
CBD College Los Angeles, California  
Pharmacy Technician

February 2007 – Present  
West Los Angeles College Los Angeles, California

February 2006 – June 2008  
Susan Miller Dorsey High School Los Angeles, California  
\*High Honors

### Experience

May 2016- Present  
Postmates  
Personal delivery driver

May 2015- May 2016  
IHOP  
Server  
\*Serve Food/Beverage  
\*Provide hospitality services  
\*Complete payment transactions

July 2014-May 2015  
Universal Protection Services  
Security Professional  
\*Observe and Report activity  
\*Create Daily Reports  
\*Patrol Premises  
\*Key Holder  
\*Monitor surveillance equipment

March 2014-July 2014  
Anna's Linen  
Supervisor  
\*Supervise other associates  
\*Complete daily deposit  
\*Open/Close store  
\*Balance registers  
\*Stock merchandise  
\*Customer Service



**Skills**

- \*Licensed Pharmacy Technician
- \*BSIS Guard Card Permit
- \*California Food Handler Certified
- \*Socal Event Staffing Certified Mixologist

**Reference: Available upon request**



Name Danielle Hendon

**Servers Test**

**Score / 35**

**Multiple Choice**

- B 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
- 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

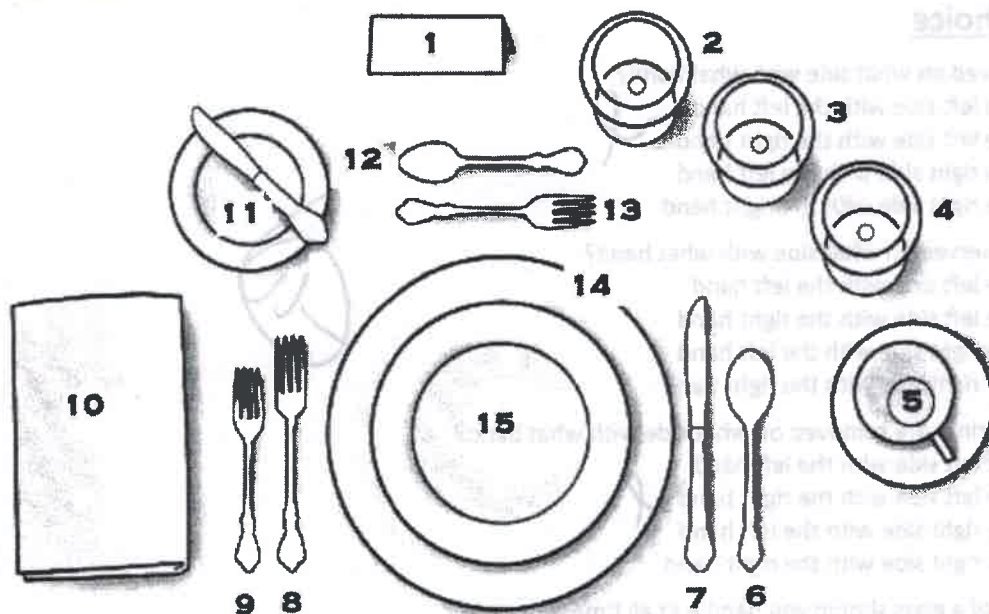
**Match the Correct Vocabulary**

- |                          |   |
|--------------------------|---|
| <u>A</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>B</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>E</u> Chaffing Dish   | C. Used to hold a large tray on the dining floor  |
| <u>D</u> French Passing  | D. Area for dirty dishware and glasses  |
| <u>G</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>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>2</u>	Wine Glass (White)
<u>4</u>	Water Glass		

**Fill in the Blank**

- The utensils are placed 4 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream/sugar
- Synchronized service is when: different parts of meal come out in timely manner
- What is generally indicated on the name placard other than the name? 4
- The Protein on a plate is typically served at what hour on the clock? 4
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
ask chef/Karen immediately