

NINA KEIM

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With extensive experience in customer service and retail, and a positive attitude, I am looking to work in a collaborative, fast-paced and dynamic setting that allows me to utilize my skills while being pushed further.

CUSTOMER SERVICE

Rainbow Chinese Restaurant & Bar

2739 Nicollet Ave. South, Minneapolis, MN 55408
August 2012 - June 2016
Wait assistant, Server (3 years)

I greeted and sat customers and took food and drink orders while providing information about the menu and offering suggestions. I delivered food promptly, cleared and reset tables, and always made sure the customers were happy. Also handling cash sales as the cashier and working efficiently with my team to ensure a positive environment.

Experience with Aldelo POS system.

Childrens Theater Company

2400 3rd Ave. South, Minneapolis, MN 55404
September 2009 - July 2013
usher, concessions supervisor, cashier

I welcomed patrons while taking their tickets and assigning their seats, as well as individually assisting those that required special needs to get to and from their seats while the show is playing. As a supervisor, I handled sales, kept track of inventory and kept my team organized and focused.

RETAIL

Quay Australia

Los Angeles, CA
Sept 2016 - Present
Sales Merchandiser

Restocking the sales floor, keeping track of inventory while following style guidelines to match the sales floor to a certain aesthetic.

Vans

Mall of America, Bloomington, MN
June 2012 - Sept 2012
Sales floor, back stock, cashier

I greeted customers, assisted them to their personal shopping needs, and suggested specific styles based on their personal style and needs. Each day I had a cash sales goal and promoted sales and new products to customers to try and meet those goals. shipments in back.

Pacsun

Mall of America, Bloomington, MN
June 2011 - Sept 2011
Sales floor, cashier, back stock, fitting room

I greeted customers, worked the cashier and exercised customer service skills. I kept the fitting rooms clean while assisting customers to find clothing that best suit their personal styles.

SKILLS

- Efficient + hard working
- Customer service/hospitality
- Positive/adaptable attitude
- Verbal and written communication
- Detail - oriented
- Adobe Photoshop, Adobe Illustrator, InDesign, Microsoft Xcel, Microsoft Word.

EDUCATION

South High School
2007 - 2011
High School Diploma

Minneapolis College of Art and Design
Fall 2011 - Spring 2015
BFA illustration with focus on graphic design

cont. ----->

*References available upon request

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

b 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

b 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

A Scullery

- A. Metal buffet device used to keep food warm by heating it over warmed water

 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)

C Chaffing Dish

- C. Used to hold a large tray on the dining floor

G French Passing

- D. Area for dirty dishware and glasses

B Russian Service

- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

- F. Used to open bottles of wine

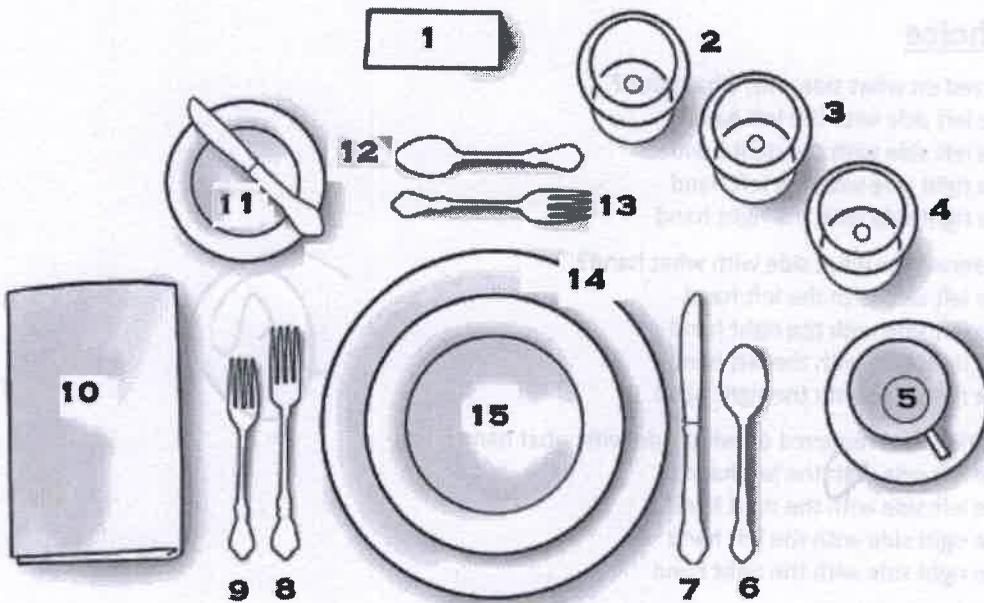
C Tray Jack

- 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>2</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>4</u>	Water Glass		

Fill in the Blank

1. The utensils are placed 4 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? sugar + cream
3. Synchronized service is when: everyone works cohesively.
4. What is generally indicated on the name placard other than the name? relationship to host?
5. The Protein on a plate is typically served at what hour on the clock? 5PM?
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Notify the kitchen