

# Iliana Carroll

## SKILLS

Over ten years experience of customer service, fiscal management, team building and training both professionally and voluntarily. Excellent communication skills, both written and oral. Ability to work collaboratively and independently depending primarily on workload efficiency.

## EXPERIENCE

### **Benaroya Hall, Seattle - SD&A Teleservices**

February 2016 - September 2016

- Guide patrons towards concert packages congruent with their symphonic likes
- Provide superb customer service for those patrons new to symphonic taste
- Meet minimum sales requirements dependent on number of hrs. Per week (over 40k while in position)

### **Adult Literacy Center, Los Angeles - Volunteer**

MARCH 2015 - JUNE 2015

- Assist library staff and patrons by tutoring adult students.
- One-on-one tutoring; help students improve vocabulary, reading skills and writing comprehension.
- Provide encouragement and reassurance for students struggling with confidence due to lack of self-esteem.

### **Beeline Import & Services, Southern California - Visual Merchandiser**

AUGUST 2011 - OCTOBER 2013

- Manage jewelry inventory within 2-5 Old Navy locations.
- Place orders for stock, merchandise according to seasonal fashion trends and coordinate sales events.
- Develop and sustain partnerships with Old Navy Management team.

### **Downtown Women's Center - Volunteer**

NOVEMBER 2012 - JANUARY 2013

- Provide welcoming atmosphere for the ladies.



- Connect the ladies with proper on-site services; counseling, health care, social/financial services.
- Form genuine connection based on familiarity of ethnic background.

**Nordstrom, Southern California** - *Assistant Dept. Manager: Women's, Shoes & Customer Service*

**FEBRUARY 2008 - SEPTEMBER 2011**

- Assist customers, in store and over the phone, with selection of garments; proper size and style while providing a memorable shopping experience.
- Offer benefits of Nordstrom Rewards programs & maintain monthly/weekly seasonal sales conditions.
- Team leadership to enhance confidence of individual skills.

## **EDUCATION**

**Ashford University, Online** - *Applied Linguistics*

**PRESENT**

Application of English language through research; presently and historically: contextually, semantically and phonologically.



**Servers Test**

**Multiple Choice**

- 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
- 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
- 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
- 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
- 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
- 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**

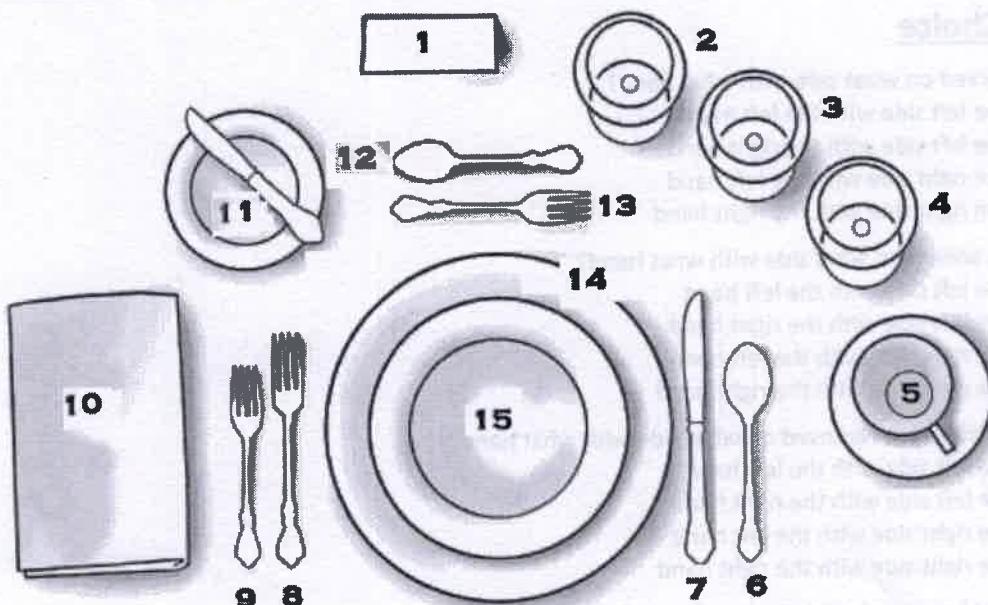
- D Scullery
- E Queen Mary
- X Chaffing Dish
- B French Passing
- G Russian Service
- F Corkscrew
- C Tray Jack

- 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	8	Dinner Fork
11	Bread Plate and Knife	9	Tea or Coffee Cup and Saucer
1	Name Place Card	12	Dinner Knife
12	Teaspoon	1	Wine Glass (Red)
13	Dessert Fork	13	Salad Fork
10	Soup Spoon	14	Service Plate
15	Salad Plate	15	Wine Glass (White)
9	Water Glass		

**Fill in the Blank**

1. The utensils are placed \_\_\_\_\_ inch (es) from the edge of the table. 4
2. Coffee and Tea service should be accompanied by what extras? sugar / cream
3. Synchronized service is when: serve time
4. What is generally indicated on the name placard other than the name? menu
5. The Protein on a plate is typically served at what hour on the clock? 12
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Tell Chef