

Professional, Reliable, Experienced, Customer Oriented

# Nicole Coleman

## Customer Service

Houston, TX 77090

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### Security Guard

Andy Frain Services - Houston, TX

June 2019 to Present

Performs security work in the protection of property against theft, vandalism, illegal entry, & other destructive acts. Responsibilities include periodic patrol of the buildings & grounds, examination of doors, windows, observation of people & unusual occurrences. Work is performed under minimal supervision. Must keep detailed reports of activity (DAR'S) on the property.\*

### In Room Dining Server

Le Meridien Hotel - Atlanta, GA

August 2018 to June 2019

Check VIP list, and communicate orders to the kitchen and the next room service shift.

Set trays and tables according to established standards.

Deliver orders according to established standards.

Retrieve trays on a timely basis. Ensure quality of food & beverage being delivered and communicate with managers and kitchen. Prepare and deliver amenities. Replenish as needed.

### Hostess/Cashier

Hard Rock Cafe - Atlanta, GA

July 2017 to June 2019

Greet each guest in a friendly and polite manner, smile and use eye contact and friendly gestures.

Check reservation book to ensure any special preparations needed are noted and all tasks have been completed. Ensure all bills are settled before cashing out, informing relief personnel about any bills that are outstanding, Prioritizes and works efficiently with limited supervision.

## Education

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### High school

Germantown High School - Philadelphia, PA

September 1998 to June 2002

## Skills

**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

C 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

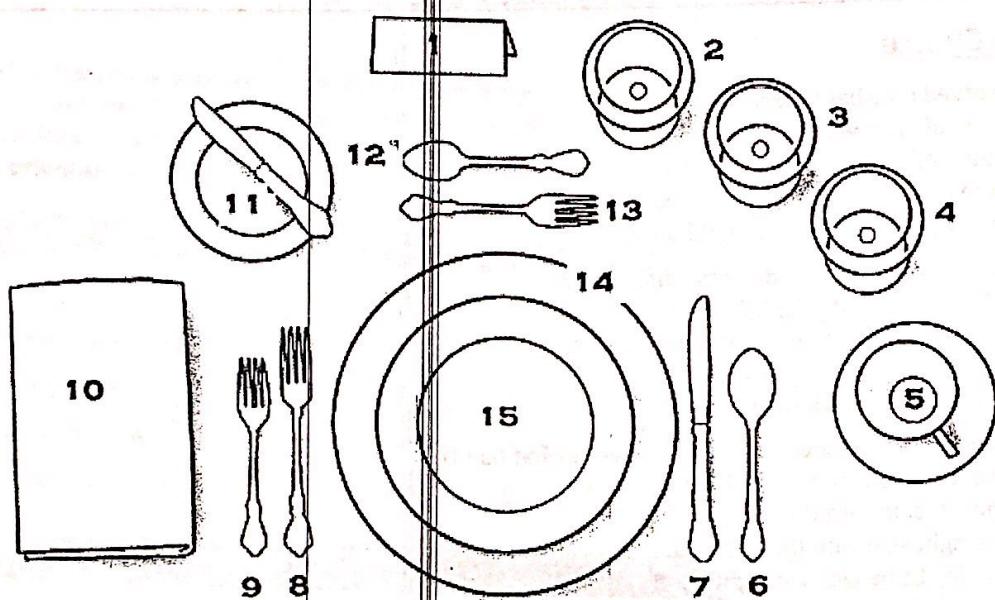
B P 5) When you are setting a dining room how should you set up your tablecloths?  
 a) Neatly and evenly across the tables  
 b) The creases should all be going in the same directions  
 c) The chairs should be centered and gently touching the table cloth  
 d) All of the above

A 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**

X Scullery D  
X Queen Mary E  
X Chaffing Dish A  
X French Passing B  
X Russian Service G  
X Corkscrew ✓  
X 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

**Match the Number to the Correct Vocabulary**

10  
11  
1  
12  
13  
14  
15  
7

Napkin  
Bread Plate and Knife  
Name Place Card  
Teaspoon  
Dessert Fork  
Soup Spoon  
Salad Plate  
Water Glass

8  
5  
7  
2  
9  
14  
3

Dinner Fork  
Tea or Coffee Cup and Saucer  
Dinner Knife  
Wine Glass (Red)  
Salad Fork  
Service Plate  
Wine Glass (White)

**Fill in the Blank**

1. The utensils are placed 21 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? SUGAR.

3. Synchronized service is when: X.

4. What is generally indicated on the name placard other than the name? X.

5. The Protein on a plate is typically served at what hour on the clock? 10 ✓.

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Let Captain Know.