

# **Edris Anderson-Minor**

4607 Connecticut Ave, apt 311 NW Washington DC 20008 Phone: Email [drise.a97@gmail.com](mailto:drise.a97@gmail.com)

## **OBJECTIVE**

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Hardworking professional with experience providing quality customer service and building rapport with clients.

## **SKILLS**

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Great attention to detail

Problem solver

Energetic work attitude

Thrives in fast pace environments    Excellent time management    Ability to learn and adapt quickly

## **EXPERIENCE**

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### **Drake Staffing, Atlanta GA (September 2016-December 2017)**

Banquette Server

- Prepare for events by arranging table placement and overall table setting prior to guest arrival
- Assists with preparation of food as needed
- Carrying plates of food on trays to serve guest and refilling glasses
- Removing round of plates and replenishing utensils
- Maintain cleanliness of all areas during and after each event
- Remain attentive to guest needs, questions or concerns
- Work with team members and management to assure all customers needs are met

### **Allied Universal, Atlanta GA (February 2017-May 2018)**

Security officer

- Secure premises and personnel by patrolling property and assigned post
- Monitor cameras and respond to emergencies from residents or staff
- Maintain radio communication with team members
- Respond to all front desk telephone inquiries
- Record incidents and log data
- Conduct physical body search as needed
- Provide directions and answer any questions in a pleasant manner

## **EDUCATION**

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South Cobb High School

Graduated: May 2015

**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**

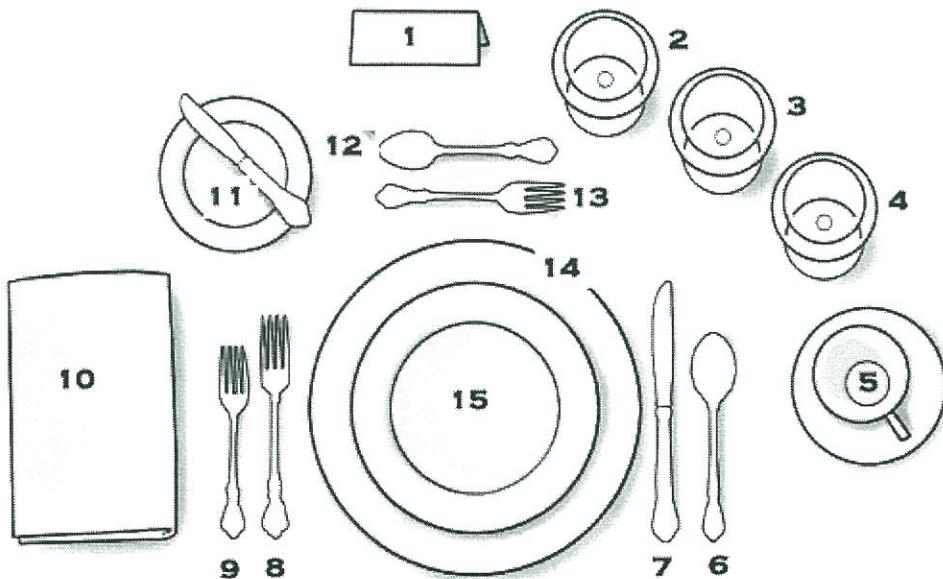
D Scullery  
 E Queen Mary  
 A Chaffing Dish  
 B French Passing  
 G Russian Service  
 F Corkscrew  
 C Tray Jack

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 \_\_\_\_\_

**Servers Test**

Score / 35



**Match the Number to the Correct Vocabulary**

<input checked="" type="checkbox"/> <u>10</u>	Napkin	<input checked="" type="checkbox"/> <u>8</u>	Dinner Fork
<input checked="" type="checkbox"/> <u>11</u>	Bread Plate and Knife	<input checked="" type="checkbox"/> <u>5</u>	Tea or Coffee Cup and Saucer
<input checked="" type="checkbox"/> <u>1</u>	Name Place Card	<input checked="" type="checkbox"/> <u>7</u>	Dinner Knife
<input checked="" type="checkbox"/> <u>12</u>	Teaspoon	<input checked="" type="checkbox"/> <u>9</u>	Wine Glass (Red)
<input checked="" type="checkbox"/> <u>13</u>	Dessert Fork	<input checked="" type="checkbox"/> <u>14</u>	Salad Fork
<input checked="" type="checkbox"/> <u>10</u>	Soup Spoon	<input checked="" type="checkbox"/> <u>3</u>	Service Plate
<input checked="" type="checkbox"/> <u>15</u>	Salad Plate		Wine Glass (White)
<input checked="" type="checkbox"/> <u>4</u>	Water Glass		

**Fill in the Blank**

1. The utensils are placed One inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar and creamer.
3. Synchronized service is when: After the guest is finished.
4. What is generally indicated on the name placard other than the name? Company.
5. The Protein on a plate is typically served at what hour on the clock? 12 o'clock.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Suggest items that fits their needs.