

Jenna Michelle Carlsson

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Education

Master of Social Work and Masters of Arts in International Area Studies, UC Berkeley, May 2014

- Concentrations: Management and Planning; Latin America
- Co-Founder and Chair, Latin American Caucus; Member, National Association of Social Workers
- Study Abroad: Intensive Spanish in Mexico through competitive scholarship

Bachelors of Arts in Sociology, UC San Diego, 2007

Language: High Proficiency in Spanish

Events and Coordination Experience

The Party Staff Server – San Francisco, CA (September 2015 – ^{June 2016} Present)

- Server/Busser for Bay Area and North Bay catering events (weddings, sports games, dinners, etc.)

San Pablo Koshland Fellows Learning Event Planner – San Pablo, CA (June 2015-Present)

- Designed and planned learning Event *Engaging Parents and Youth: Sharing Strategies and Resources*
- Coordinated collaborative planning group to design event program, secure speakers, plan \$7K budget, create materials, videos, secure catering, liaise with facility, ensure billing and payments, coordinate event

The San Francisco Foundation - San Francisco, CA (2015, 2012-2013) – Interim Koshland Prog. Coordinator;

- Event Planner/Coordinator for Koshland/FAITHS Convening on Immigrant Rights and Criminal Justice
- Coordinated planning group, creating agendas and next steps in collaborative planning process
- Secured speakers, planned \$10K budget, honorariums, program, catering, facility, etc.
- Facilitated Koshland violence prevention and FAITHS economic justice work groups and events

NETO Community Network. Concord, CA. (2013 - present) –Member of Board of Directors

- Board member of non-profit which strives to create equity through personal connections and policy change
- Plan and conduct social media outreach (MailChimp, Facebook, Eventbrite, etc.) for monthly events

Latin America Caucus. School of Social Welfare. Berkeley, CA (2011-2012) – Co-Founder and Chair

- Started and coordinated Latin America Caucus; recruited members; created mission; became official club
- Planned, secured funding for and presented Colloquium on Undocumented Student Issues –attended by 100 Social Work students and faculty; advocated for undocumented students to receive honoraria

Monument Community Partnership, Concord, CA (Dec 2008- Dec 2010) Lead Hazard Outreach Coordinator

- Developed Lead Hazard Education and Outreach program and outreach models with resident workers
- Supervised team of 12 English/Spanish speaking outreach workers in 50% Latino area; hired, trained staff
- Collected data; tracked outcomes for quarterly reports; ensured grant compliance; evaluated success

Chevys Restaurant, San Ramon, CA (2002-3, 2006) Server and Lead Hostess

- Ensured excellent customer service; received 100% Secret Shopper award on 1st day of serving
- Managed host teams, coordinated with servers, bussers & kitchen to ensure smooth operation of restaurant

Other Event Experience

- *Schools Plus, Santa Rosa Fundraiser (2015)* – Server/Busser
- *East Bay Sanctuary Covenant (2014)* – Volunteer for citizenship fair
- *National Association of Social Workers (2011- 2013)* – Student Lobby Days Leader
- *Graduates Reaching a Dream Deferred, Northern California. (2012)* - Volunteer for education conference
- *Congressman George Miller's Office (2013)* – Intern, assisted with community events in Contra Costa

29/35

Name Jenna Carlsson

Servers Test

Score / 35

Multiple Choice

- D 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
- B 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
- A 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

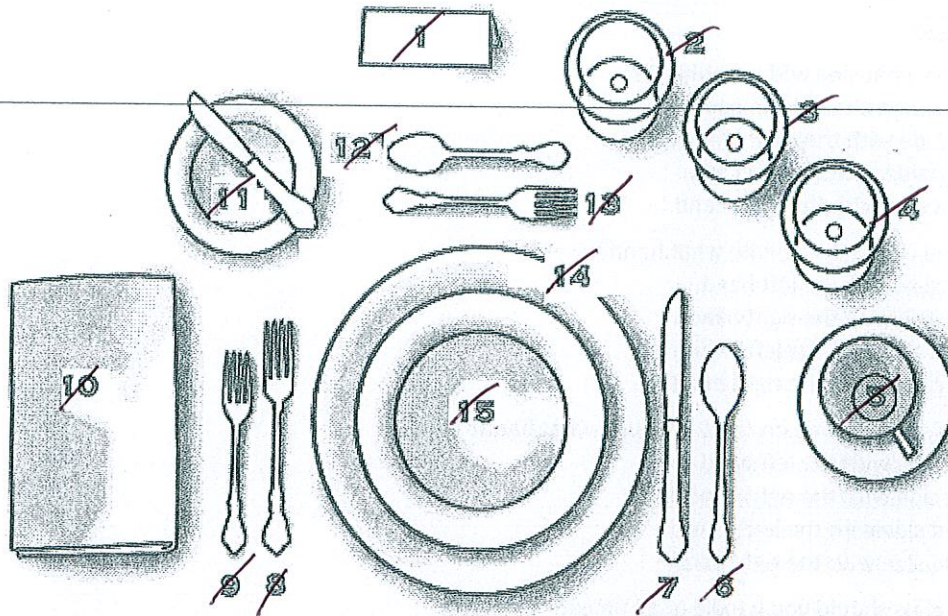
Match the Correct Vocabulary

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

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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

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream and sugar
- Synchronized service is when: all servers bring food to guests at same time
- What is generally indicated on the name placard other than the name? any special food requests (GF, veg, meat, entree, etc.)
- The Protein on a plate is typically served at what hour on the clock? 5:00
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
inform the kitchen + do something to identify which guest + which special request