

James S. Harper

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OBJECTIVE

To engage in a career that will allow for progress in terms of skills/expertise, socio-economic development, and innovation through exposure to new ideas for personal/professional growth, as well as growth of the company.

SKILLS

Professional

- Strong organizational skills and customer service and creative thinking skills
 - Able to work independently or with a team
 - Possess the ability to multi-task
- Willing to learn
 - Fast learner
- Entrepreneurial; possesses self-confidence
 - Possess minor trainer/supervisory skills
- Experience in operating cash register and handling money

Possesses Certification of Nurse Aide

- Socially perceptive, experience in assessing individuals' physical limitations
- Conscientious; strong sense of community
 - Comfortable in communicating with people of various cultures and backgrounds
- Recognizes the importance of communication, honesty and trust in a team setting

Computer

- Knowledge of Microsoft Office/Works
- Current typing speed – 30 WPM (*willing to learn*)

WORK EXPERIENCE

Valadon Hotel LLC (*Petit Ermitage Hotel*) West Hollywood, California

May 2016 – November 2016

Barback/Busser

Plata Entertainment (*State Social House*) West Hollywood, California

July 2015 – ~~August 2016~~ *Present*

Busser/Food Runner

- Experienced working as a Busser, Barback, and Food Runner. As a Busser work to reset tables in a speedy professional and effective manner as guests leave the restaurant. Demonstrate responsibility for the grooming of the entire restaurant and its perimeters. Support servers and service staff with cocktails and clearing tables. Worked as well as a Food Runner by organizing and disturbing beverages, dishes, and other necessities for customers.

Delaware North Companies (*Bubba's Grill*) Houston, Texas

February 2012-June 2015

Server

- Experienced working as a Server (waiter), Bartender, Cashier, Host, and Supervisor. Seating guests as they arrive, serving seated clientele and operating as a cashier for departing customers, resolving customer complaints, handling more than six table tickets an hour (on average), thriving in fast-paced fine dining environments, supervising and coordinates activities of dining room/bar personnel to provide fast and courteous service to patrons. Mix, serve, and clean glasses for bar and guests. Greeting guests, escorting them to tables, and providing menus, adjusting to complaints of patrons. Act as supervisor if one is not physically present.

Macy's Incorporated

The Woodlands, Texas

October 2011-January 2012

Sales Associate

- Greeting and assisting customers, opening credit card accounts, opening and closing registers, being knowledgeable of high-fashion, organizing diverse departments of the shopping center.

Texas State Technical College

Harlingen, Texas

January 2011-June 2011

Peer Mentor

- Assisting students with personal needs, assisting students in applying for scholarships, helping students with their resumes and other college essentials, answered professional calls, transferred calls, greeted and assisted students and other personnel, assisting higher personnel with clerical assignments such as databases, organizing, mailing, etc.

EDUCATION

Lone Star College

Tomball, Texas

December 2011

- Certified Nurse Aide Certificate Completion

Texas State Technical College

Harlingen, Texas

May 2010- Present

- A.A. Degree (*Incomplete; Achieved 40+ Credits*)

Central High School

Farmington Hills, Michigan

2009

- High School Diploma

Name

JAMES HANGER

Servers Test

Score / 35

Multiple Choice

- B. 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
- C. 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

E. Scullery

D. Queen Mary

A. Chaffing Dish

C. French Passing

B. 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

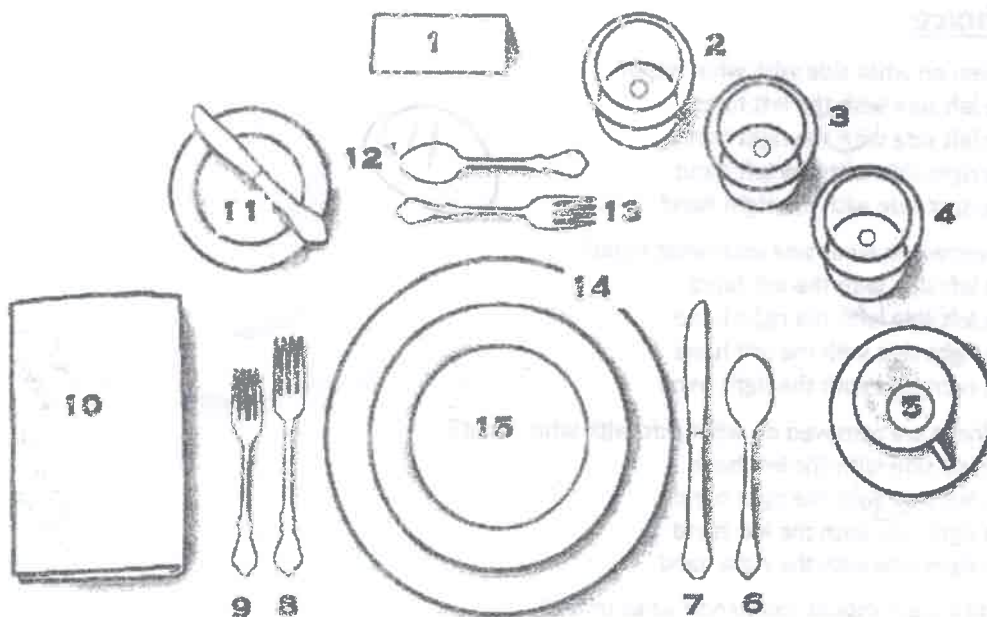
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F. Used to open bottles of wine

C. Style of dining in which the courses come out one at a time

Name JAMES HANSEN
Score / 35

Servers Test



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

Fill in the Blank

- The utensils are placed Three (3) inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar/Sweetener, Cream
- Synchronized service is when: Everyone is served at once, shut down (taken) off at same time
- What is generally indicated on the name placard other than the name? Description of Allergies
- The Protein on a plate is typically served at what hour on the clock? 10 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Ask the expeditor/kitchen/maitre'd what's the options