

Tracy Marks

404-748-8483

tracymarks725@gmail.com

Bakery Clerk and Deli clerk

Tues 7/2  
2 1pm

---

## Overview

---

### Areas of Expertise

- Baking pastries, cookies, assorted rolls, assorted breads, and I decorate cakes, cookie cakes, cheese cakes, and assorted pastry bites.
- Excellent Customer Service.
- I am a God gifted Poet, so I volunteer Gods Spoken Word at several Non-Profit Agencies.
- I am also a trained Coffee Barista, so I make the best coffee bar drinks to your standards.
- I create gourmet sandwiches, create excellent salads, and fry the best chicken in Georgia.
- Maximizing kitchen productivity, staff performance and making wise use of the time allotted.

---

### Professional Experience

#### **PUBLIX SUPER MARKETS BAKERY CLERK**

2010-2013

- Trained new associates.
- Baked all pastries, pies, breads, and anything else that needed baking.
- Excellent Customer Service.

#### **STARBUCKS COFFEE COFFEE BARISTA**

2007-2010

- Cashiered
- Served much coffee.
- Created the best Mochas, Latta's and frappacino's in town.

#### **FROOTS DELI MANAGER**

2008 - 2010

- Although our team consisted of only 6 associates, we managed to provide continuous great customer service while creating the best smoothies, making the best wraps, while using the freshest and tastiest ingredients that captured and sustained our fresh and healthy food seeking fans.
- Opened and closed the Deli.
- Ordered and maintained inventory.
- Cashiered, counted tills and made deposits.

#### **PUBLIX SUPER MARKETS DELI CLERK**

2005-2009

- Prepared the menu of the day .
- Fried chicken, baked chicken, sauced and deboned chicken.
- Prepared the freshest salads with the freshest produce.

- Excellent Customer Service.
  - Created our favored sub sandwiches with our bakery fresh baked breads and our deli cut meats.
- 

**Education &  
Qualifications**

GED  
MARYHALL FREEDOM HOUSE RECOVERY CENTER  
EVERY WOMAN WORKS, INC WOMEN LEARNING CENTER

---

References available upon requests.

Name Tracy Marks  
Score 26 / 35

**Servers Test**

**Multiple Choice**

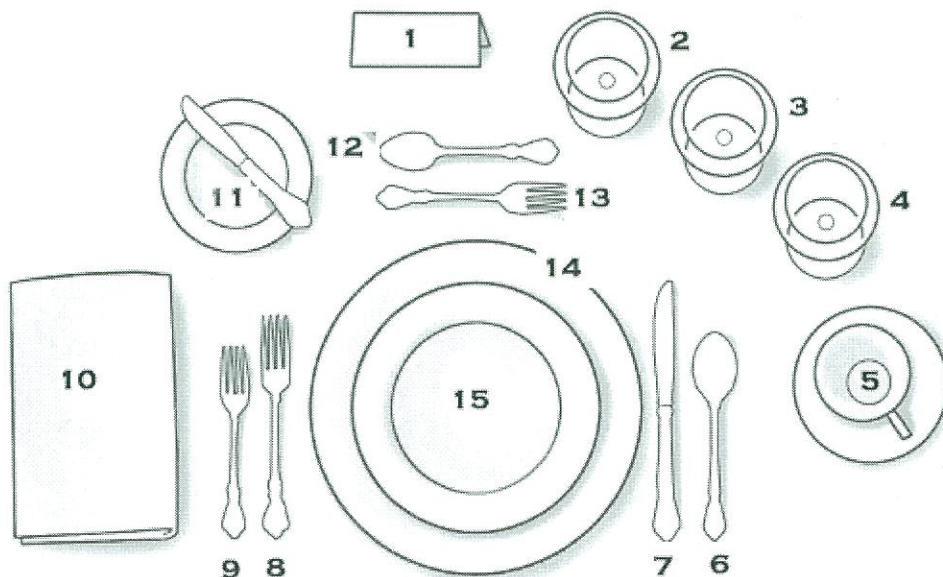
- 1) Food is served on what side with what hand?  
a) On the left side with the left hand  
b) On the left side with the right hand  
c) On the right side with the left hand  
d) On the right side with the right hand
- 2) Drinks are served on what side with what hand?  
a) On the left side with the left 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 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**

- |  |                 |   |
|--|-----------------|---|
| <input checked="" type="checkbox"/> <u>E</u> | Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <input checked="" type="checkbox"/> <u>B</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) |
| <input checked="" type="checkbox"/> <u>A</u> | Chaffing Dish   | C. Used to hold a large tray on the dining floor  |
| <input checked="" type="checkbox"/> <u>G</u> | French Passing  | D. Area for dirty dishware and glasses  |
| <input checked="" type="checkbox"/> <u>D</u> | Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <input checked="" type="checkbox"/> <u>F</u> | Corkscrew       | F. Used to open bottles of wine   |
| <input checked="" type="checkbox"/> <u>C</u> | Tray Jack       | G. Style of dining in which the courses come out one at a time  |

Name Tracy Marks  
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>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

- ✗ 1. The utensils are placed 10 inches <sup>1 inch</sup> inch (es) from the edge of the table.
- ✓ 2. Coffee and Tea service should be accompanied by what extras? sugar, cream, teabags.
- ✓ 3. Synchronized service is when: Everything is served together.
- ✗ 4. What is generally indicated on the name placard other than the name? Number (table)
- ✓ 5. The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- ✗ 6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Alert other server and let them know before you go and retrieve the guest dinner



B ✓

1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?

- a) 20 minutes
- b) 30 minutes
- c) 60 minutes

B ✓

2) What are the basic ingredients of a Latte?

- a) Milk, Espresso, Whipped Cream
- b) Espresso, Steamed Milk
- c) Water, Espresso, and Foam

B ✓

3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?

- a) 2 minutes
- b) 4 minutes
- c) 5 minutes

C ✗

4) When steaming milk for a beverage, what temperature should you steam the milk to?

- a) 150-160 degrees
- b) 190-200 degrees
- c) 120-130 degrees

C ✓

5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?

- a) 8 seconds
- b) 20 seconds
- c) 10 seconds

C ✓

6) What do you do if a customer says their latte does not taste like there is espresso in it?

- a) Tell them you made the drink according to the recipe so it should be fine
- b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
- c) Apologize to the customer and remake their drink according to standards
- d) Walk away and have another barista remake their drink

B ✓

7) You can re-steam milk \_\_\_\_\_?

- a) Only Once
- b) Never
- c) Sometimes
- d) Always

D ✗

8) What is the proper ratio of coffee grounds to water?

- a) 2 Tablespoons coffee to 6oz water
- b) 2 Tablespoons coffee to 8oz water
- c) 1 Tablespoon coffee to 6oz water
- d) 2 Teaspoons coffee to 8oz water

C ✓

9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?

- a) Make their drink with regular milk and hope they do not notice
- b) Apologize and ask the customer to come back tomorrow
- c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
- d) Inform your manager we are out of soy