

Phillip Alaniz

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Objective

To secure a professional career in which I utilize my professional and life experience to tackle challenges, while continuously building on my library of knowledge and skills.

Experience

2015 – Present Crocs Footwear Los Angeles, CA

Sales Lead

- Provide direct customer service
- Use product knowledge to educate customer on product benefits
- Address and resolve customer complaints/discrepancies
- Perform all store opening and closing procedures including counting store safe and registers
- Responsible for recording daily finances, end of day deposits, and key performance indicators
- Delegate tasks to associates
- Communicate store's sales and performance to management
- Ensure a pleasant customer service experience by phone

2013 - 2015 Skechers USA Los Angeles, CA

Sales Associate

- Provide direct customer service
- Prepare store to meet company standards and management expectations
- Assist with merchandising and stocking
- Answer customer/employee phone calls
- Personally received a 100% secret shopper/customer satisfaction rating by Citadel Outlets

2013 - 2014 SHIELDS for Families Los Angeles, CA

Volunteer

- Assist with office maintenance
- Appointment check in
- Perform live book readings for children
- Assist with literacy program

Education

2016-Present CSU Los Angeles Los Angeles, CA

- Working towards completing B.S. in Criminal Justice
- 3.5 GPA

2011-2016 East Los Angeles College Monterey Park, CA

- Associate of Science in Administration of Justice

Phillip Alaniz

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Objective	To secure a professional career in which I utilize my professional and life experience to tackle challenges while continuously building on my library of knowledge and skills		
Experience	2015 - Present	Cross Frontier	Los Angeles, CA
	Sales Lead		
	<ul style="list-style-type: none">• Provide direct customer service• Use product knowledge to educate customer on product benefits• Address and resolve customer complaints/requests• Perform all store opening and closing procedures including counting store cash and register• Responsible for monitoring daily financial and of day deposits and key performance indicators• Delegate tasks to associates• Communicate store's sales and performance to management• Ensure pleasant customer service experience by phone		
	2013 - 2015	Skooters USA	Los Angeles, CA
	Sales Associate		
	<ul style="list-style-type: none">• Provide direct customer service• Prepare store to meet company standards and management expectations• Assist with merchandising and stocking• Answer customers' questions for phone calls• Personally received a 100% rated customer satisfaction rating by Cruise Critic		
	2013 - 2014	SHIELD for Families	Los Angeles, CA
	Volunteer		
	<ul style="list-style-type: none">• Assist with office maintenance• Appointment check in• Perform live book readings for children• Assist with therapy program		
Education	2014-Present	CSU Los Angeles	Los Angeles, CA
	<ul style="list-style-type: none">• Working towards completing B.S. in Criminal Justice• 3.2 GPA		
	2011-2012	East Los Angeles College	Monterey Park, CA
	<ul style="list-style-type: none">• Associate of Science in Social Sciences of Justice		

Name Phillip Alaniz

Servers Test

Score / 35

Multiple Choice

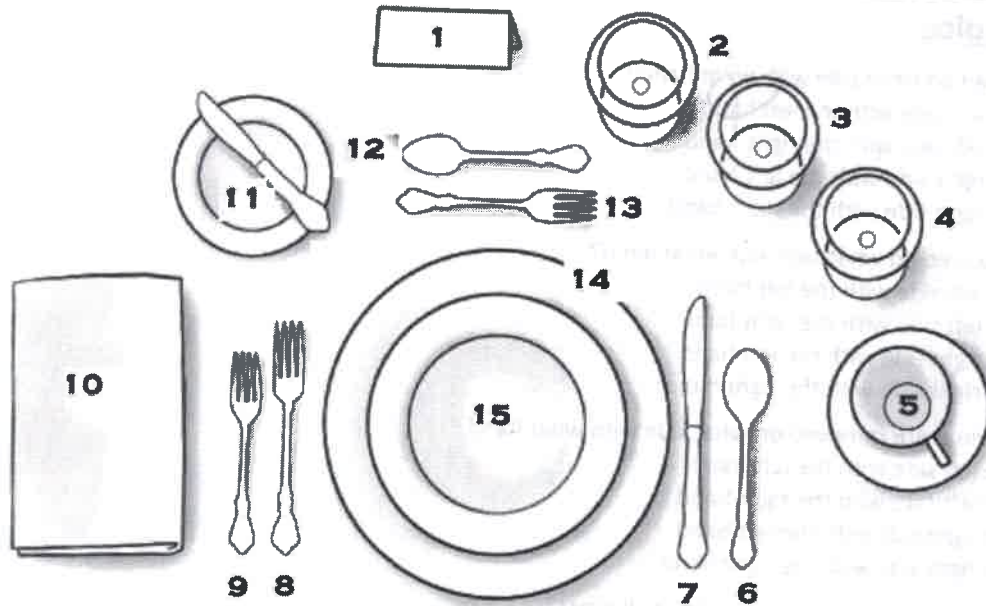
- b 1) Food is served on what side with what hand?
a) On the left side with the left hand
b) On the left side with the right hand
c) On the right side with the left hand
d) On the right side with the right hand
- d 2) Drinks are served on what side with what hand?
a) On the left side with the left hand
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
- 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
- b 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>A</u> Scullery | <input checked="" type="checkbox"/> A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>C</u> Queen Mary | <input checked="" type="checkbox"/> 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>D</u> Chaffing Dish | <input type="checkbox"/> C. Used to hold a large tray on the dining floor |
| <u>G</u> French Passing | <input checked="" type="checkbox"/> D. Area for dirty dishware and glasses |
| <u>B</u> Russian Service | <input checked="" type="checkbox"/> E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | <input checked="" type="checkbox"/> F. Used to open bottles of wine |
| <u>E</u> Tray Jack | <input checked="" type="checkbox"/> G. Style of dining in which the courses come out one at a time |

Name Phillip Alaniz
Score / 35

Servers Test



Match the Number to the Correct Vocabulary

- | | | | |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin | <u>9</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>8</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 _____ inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? _____
- Synchronized service is when: _____
- What is generally indicated on the name placard other than the name? _____
- The Protein on a plate is typically served at what hour on the clock? _____
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? _____