

# Phillip Alaniz

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<b>Objective</b>	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.		
<b>Experience</b>	2015 – Present	Crocs Footwear	Los Angeles, CA
	<b>Sales Lead</b>		
	<ul style="list-style-type: none"><li>▪ Provide direct customer service</li><li>▪ Use product knowledge to educate customer on product benefits</li><li>▪ Address and resolve customer complaints/discrepancies</li><li>▪ Perform all store opening and closing procedures including counting store safe and registers</li><li>▪ Responsible for recording daily finances, end of day deposits, and key performance indicators</li><li>▪ Delegate tasks to associates</li><li>▪ Communicate store's sales and performance to management</li><li>▪ Ensure a pleasant customer service experience by phone</li></ul>		
	2013 - 2015	Skechers USA	Los Angeles, CA
	<b>Sales Associate</b>		
	<ul style="list-style-type: none"><li>▪ Provide direct customer service</li><li>▪ Prepare store to meet company standards and management expectations</li><li>▪ Assist with merchandising and stocking</li><li>▪ Answer customer/employee phone calls</li><li>▪ Personally received a 100% secret shopper/customer satisfaction rating by Citadel Outlets</li></ul>		
	2013 - 2014	SHIELDS for Families	Los Angeles, CA
	<b>Volunteer</b>		
	<ul style="list-style-type: none"><li>▪ Assist with office maintenance</li><li>▪ Appointment check in</li><li>▪ Perform live book readings for children</li><li>▪ Assist with literacy program</li></ul>		
<b>Education</b>	2016-Present	CSU Los Angeles	Los Angeles, CA
	<ul style="list-style-type: none"><li>▪ Working towards completing B.S. in Criminal Justice</li><li>▪ 3.5 GPA</li></ul>		
	2011-2016	East Los Angeles College	Monterey Park, CA
	<ul style="list-style-type: none"><li>▪ Associate of Science in Administration of Justice</li></ul>		

Sintesi A quattro

**Servers Test**

**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 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**

A Scullery

C Queen Mary

D Chaffing Dish

G French Passing

B Russian Service

F Corkscrew

E 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

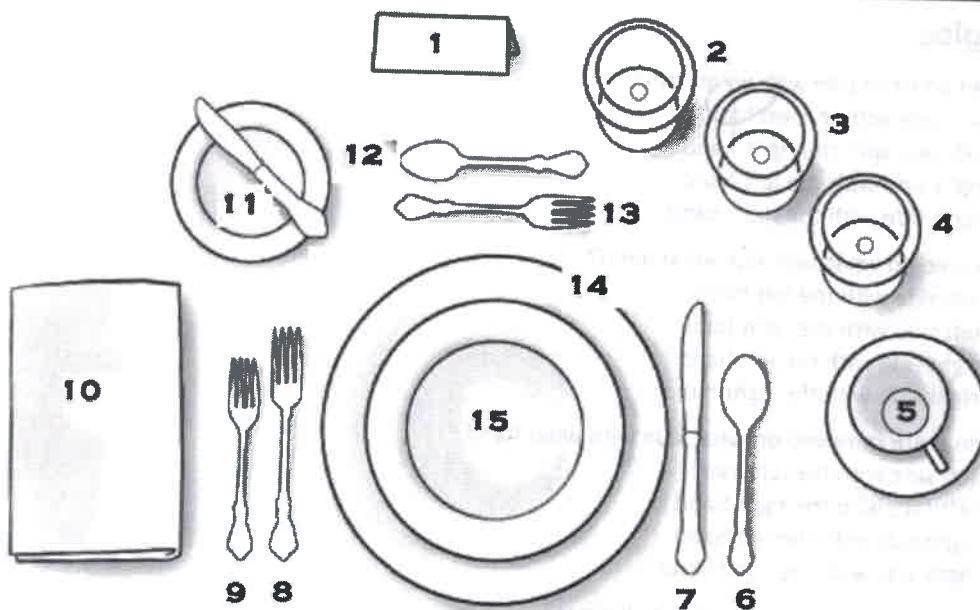
D. Area for dirty dishware and glasses

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

**Servers Test**



**Match the Number to the Correct Vocabulary**

- 10 Napkin
- 11 Bread Plate and Knife
- 1 Name Place Card
- 12 Teaspoon
- 13 Dessert Fork
- 6 Soup Spoon
- 15 Salad Plate
- 4 Water Glass

- 9 Dinner Fork
- 5 Tea or Coffee Cup and Saucer
- 7 Dinner Knife
- 2 Wine Glass (Red)
- 8 Salad Fork
- 14 Service Plate
- 3 Wine Glass (White)

**Fill in the Blank**

1. The utensils are placed \_\_\_\_\_ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? \_\_\_\_\_
3. Synchronized service is when: \_\_\_\_\_
4. What is generally indicated on the name placard other than the name? \_\_\_\_\_
5. The Protein on a plate is typically served at what hour on the clock? \_\_\_\_\_
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? \_\_\_\_\_