

Lorna Morales

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SKILLS and QUALIFICATIONS

15 yrs. Experience in Customer Service, Microsoft Office Suite, Facility Management, Distributing Incoming and Outgoing Mails and Faxes, Copy/Fax Machines, Filing, Data Entry, Food Handler and Safety Food Manager Certified, Bilingual (tagalog, speak, read, write)

PROFESSIONAL HISTORY

The Rainforest Café San Francisco, CA 2014 – 2015
Host

- Cheerfully greet guests
- Take them to their table and provide them with menu and silverware
- Answer phone and take reservation
- Greet guests and seat them at tables or in waiting areas
- Provide guests with menus

Self Employed Bay Area, CA 2009 – 2013

- Sent out billing information and invoices to customers
- Assisted with scheduling work assignments and handling customer complaints and inquires
- Managed the copy machine, mailing system, fax machine, basic computer skills

American Legal Copy San Francisco, CA 2004 – 2007

Shift Manager

- Oversee and prioritize daily projects to ensure to meet deadlines
- Assist account managers organizing complex big projects
- Inventory and ordering supplies
- Troubleshoot copy machines and call in for service
- Train new staff, control inventories and implement store policies and procedures

Whitmont Legal Copy San Francisco, CA 2001 - 2003

Document Specialist / Copy Operator

- Reproduction of legal documents
- Operated copier machines
- Bate labeling, assembling and binding (GBC, velo, spiral, tape)
- Quality Control

Pitney Bowes San Francisco, CA 1998 - 2000

Facility Management

- Made sure office operations ran smoothly and efficiently
- Kept track of the daily work and set up work schedules and or assignments
- Familiar with various types of office machines and equipment
- Answered telephones and directed calls to the appropriate parties

EDUCATION

Tri-Valley Regional Occupational Program
City College of San Francisco

Dublin, CA
San Francisco, CA

Multiple Choice (1 point each)

80%

- d 1) A gallon is equal to _____ ounces
- a. 56
 - b. 145
 - c. 32
 - d. 128
- C 2) Mesclun are what type of vegetable?
- a. Roots
 - b. Beans
 - c. Salad Greens
 - d. Spices
- b 3) What does the term braise mean?
- a. Sear quickly on both sides
 - b. Slowly cook in covered pan with little liquid
 - c. Cook on high heat and quickly
 - d. Slowly cook in simmering water
- a 4) At what internal temperature must chicken be cooked so that it is safe to eat?
- ☒ a. 155 degrees F
 - b. 165 degrees F
 - c. 175 degrees F
 - d. 185 degrees F
- a 5) How do you blanch vegetables?
- a. Immerse for a short time in boiling water
 - b. Cook lightly in butter over med heat
 - c. Soak in cold water overnight
 - d. Rub with salt before cooking
- b 6) Which of the following ingredients would you pack before measuring?
- a. Olive Oil
 - b. Salt
 - c. Brown Sugar
 - d. White Sugar
- a 7) What is Al Dente?
- a. Firm but not hard
 - b. Soft to the touch
 - c. Very hard
 - d. Very soft
- a 8) Food should be left out no more than
- ☒ a. 2 hours
 - b. 3 hours
 - c. 4 hours
 - d. 5 hours

Prep Cooks Test

- A 17) What is a Julien cut?
- a. Food cut into long thin strips, matchstick
 - b. Food cut into long thin strips then turned and cut into a 1/8' dice
 - c. Food diced into finely chopped and uniform pieces
 - d. Cutting and peeling into oblong seven sided football like shapes
- C 18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.
- a. Sweat
 - b. Boil
 - c. Roast
 - d. Grill

Fill-in the Blank (1 point each)

- 19) salt & pepper are the basic seasoning ingredients for all savory recipes.
- 20) mince : to cut into very small pieces when uniformity of size and shape is not important.