

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 Host	San Francisco, CA	2014 – 2015
• 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

Prep Cooks Test

Score / 20

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 blanche 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

D 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

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.