

SARAH PRICE

(408) 724-2969 yourmodelsearch26h@gmail.com

OBJECTIVE: A dedicated professional with over 20 years of experience in customer service field. I seek a position that will allow me to utilize my Office Management, Accounting and Analytical skills.

SKILLS: Microsoft Outlook, Word, Excel, Power Point, Publisher, MAS90, Quick-book Pro 2000, Quick-Book, Payroll System, Fidelio software and opera system Hilton-On-Q Management skills.

EMPLOYMENT HISTORY:

The Club at SJC San Jose Airport, CA

2016-Present

Concierge

- Interacting with airline passengers via premier clubroom environment in a professional and pleasant manner.
- Answer all phone calls promptly and knowledgeably, always ensuring complete and accurate information.
- Welcoming guests by name and assisting them throughout their stay.
- Hand out a wide range of pamphlets and brochures as needed.
- Performing cash and credit card sales transactions via POS system or cash register.
- Completing paperwork related to daily sales, cash handling, passenger counts and miscellaneous reporting.
- Restocking food, beverages, snacks, coffee, cups, glasses, ice etc. In all service areas as necessary.

THE HILTON GARDEN INN HOTEL MOUNTAIN VIEW, CA

2015-2016

Night Auditor Supervisor

- Check in and out hotel guest in a confident, professional and friendly manner.
- Answer all phone calls promptly and knowledgeably, always ensuring complete and accurate information.
- Responsible for all final revenue and charge postings, balancing the day's transactions.
- Demands accuracy with the daily accounting procedures and prepares for the next day's business activities.
- Have a comprehensive knowledge of hotel availability, rates and special events.
- Prepares all management and housekeeping reports for the next business day.
- Takes guest reservation, complying with hotel's reservation handling procedures

EMPLOYMENT HISTORY:

COSMOPOLITAN CATERING San Jose CA

2015-Present

Catering Driver/Server Supervisor

- Assist the catering Manager on site in maintaining good customer and public relations with all clients and guest.
- Work closely with the kitchen staff to understand the food, equipment needed, and proper presentation for each event.
- Set-up, decorates, and executes each event as described in the Banquet Event order BEO.
- Facilitate pre-event meeting before the event start time with all service staff.
- Prevent product shrinkage and efficient use of consumables.
- Assist with proper training of new team members.
- Understand and practice HACCP safe chemical handling, food safety, and sanitation.
- Maintain clean work area, utensils, equipment, and company vehicles.

EMPLOYMENT HISTORY:

THE BEVERLY HERITAGE HOTEL MILPITAS, CA

2013-2015

Night Auditor Supervisor

- Check in and out hotel guest in a confident, professional and friendly manner.
- Answer all phone calls promptly and knowledgeably, always ensuring complete and accurate information.
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- Demands accuracy with the daily accounting procedures and prepares for the next day's business activities.
- Have a comprehensive knowledge of hotel availability, rates and special events.
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MOORPARK HOTEL San Jose, CA

2001-2013

Night Auditor Supervisor

- Check in and out hotel guest in a confident, professional and friendly manner.
- Answer all phone calls promptly and knowledgeably, always ensuring complete and accurate information.
- Responsible for all final revenue and charge postings, balancing the day's transactions.
- Demands accuracy with the daily accounting procedures and prepares for the next day's business activities.
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- Prepares all management and housekeeping reports for the next business day.
- Takes guest reservation, complying with hotel's reservation handling procedures.

SELF STORAGE San Jose, CA

2005-2006

Assistant Manager

- Responsibility for day-to-day operations
- Providing an exceptional level of customer service
- Adherence to operating standards
- Maintaining payroll
- Maintaining merchandise display and inventory levels

TOWNEPLACE SUITES BY MARRIOTT San Jose, CA

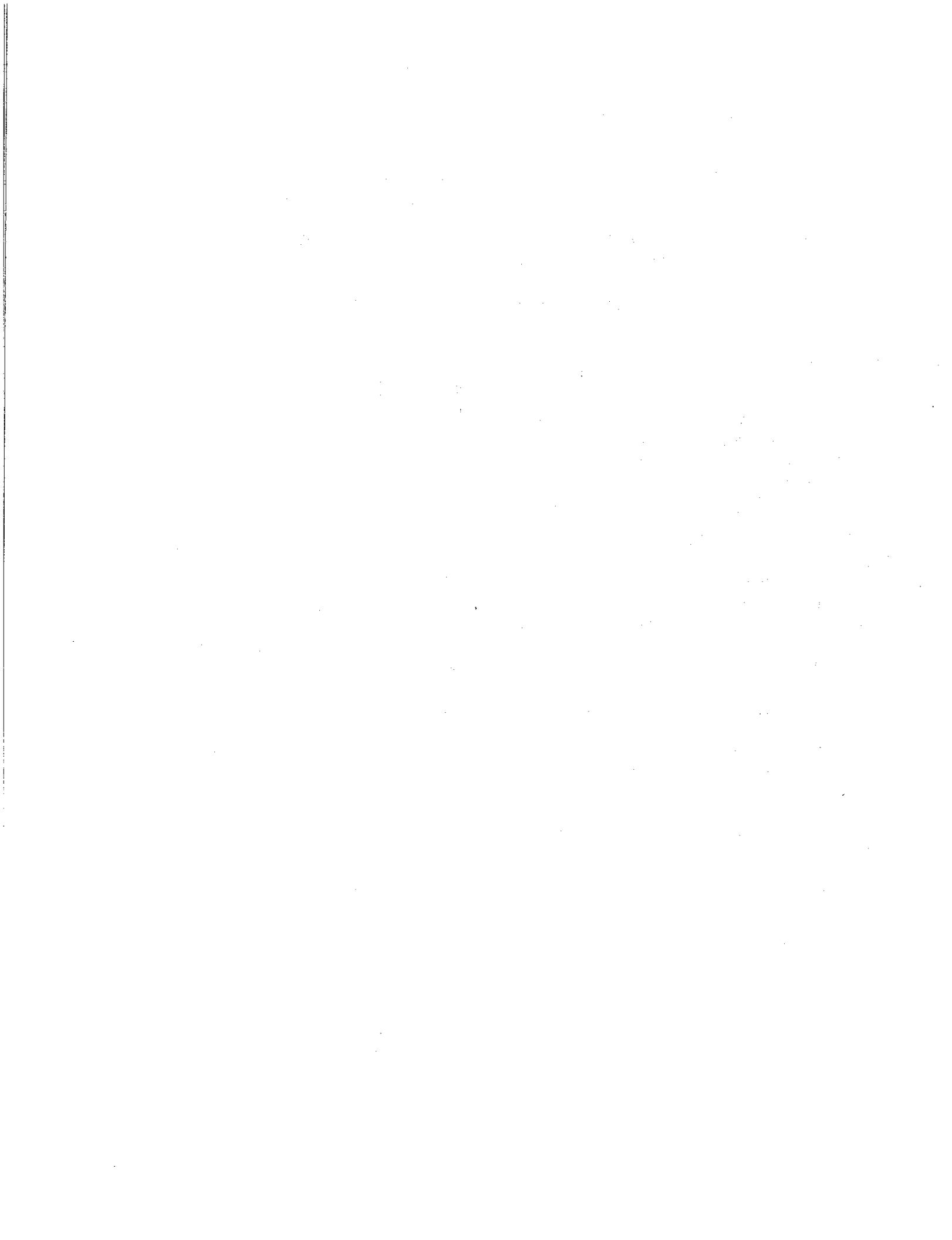
1999-2001

Night Auditor

- Check in and out hotel guest in a confident, professional and friendly manner.
- Answer all phone calls promptly and knowledgeably, always ensuring complete and accurate information.
- Responsible for all final revenue and charge postings, balancing the day's transactions.
- Demands accuracy with the daily accounting procedures and prepares for the next day's business activities.
- Have a comprehensive knowledge of hotel availability, rates and special events.
- Prepares all management and housekeeping reports for the next business day.
- Takes guest reservation, complying with hotel's reservation handling procedures

Education: Lincoln High School

San Jose Vocational School: Business accounting, Dental assistant



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 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

$$18/35 = 51\%$$

Match the Correct Vocabulary

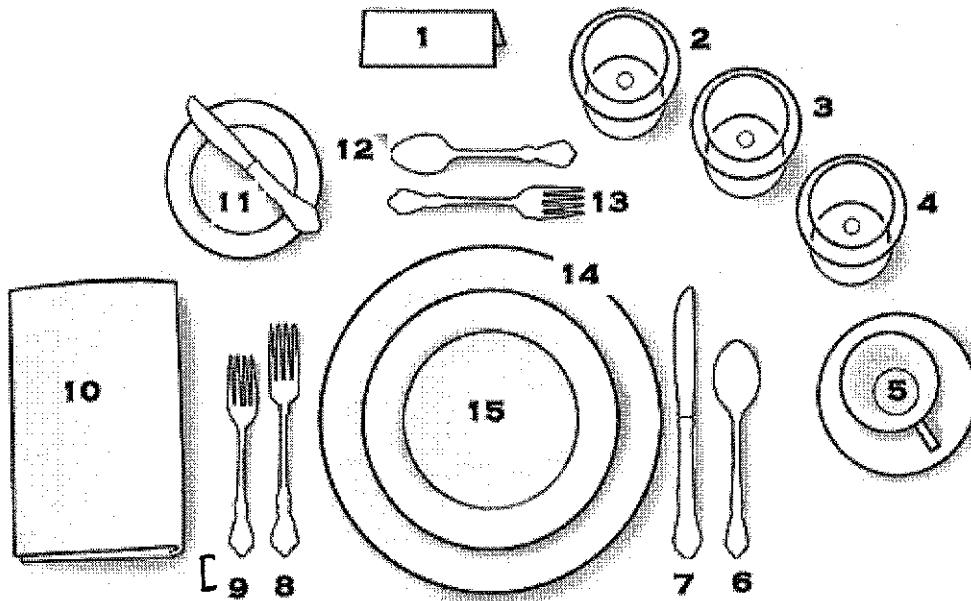
D Scullery
E Queen Mary
A Chaffing Dish
B French Passing
G Russian Service
F Corkscrew
C Tray Jack

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

- 10

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

10

Napkin

11

Bread Plate and Knife

1

Name Place Card

12

Teaspoon

13

Dessert Fork

14

Soup Spoon

15

Salad Plate

4

Water Glass

9

Dinner Fork

5

Tea or Coffee Cup and Saucer

7

Dinner Knife

3

Wine Glass (Red)

9

Salad Fork

14

Service Plate

16

Wine Glass (White)

Fill in the Blank

one inch

inch (es) from the edge of the table.

1. The utensils are placed _____ inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? _____ cream and sugar.

3. Synchronized service is when: _____ all plates are served at the same time.

4. What is generally indicated on the name placard other than the name? _____ Guest meal choice

5. The Protein on a plate is typically served at what hour on the clock? _____ 10 PM

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Talk with a Manager - get the guest a new plate immediately

NOTICE TO EMPLOYEE

Labor Code section 2810.5

EMPLOYEE

Employee Name: SARAH PRICE

Start Date: 3/8/17

EMPLOYER

Legal Name of Hiring Employer: S.E Scher

Is hiring employer a staffing agency/business (e.g., Temporary Services Agency; Employee Leasing Company; or Professional Employer Organization [PEO])? Yes No

Other Names Hiring Employer is "doing business as" (if applicable):

Acrobat Outsourcing

Physical Address of Hiring Employer's Main Office:

665 Third St. Suite 415, San Francisco, CA. 94107

Hiring Employer's Mailing Address (if different than above):

Hiring Employer's Telephone Number: 415-431-8826

If the hiring employer is a staffing agency/business (above box checked "Yes"), the following is the other entity for whom this employee will perform work:

Name: _____

Physical Address of Main Office: _____

Mailing Address: _____

Telephone Number: _____

WAGE INFORMATION

Rate(s) of Pay: \$15.00 Overtime Rate(s) of Pay: \$22.50

Rate by (check box): Hour Shift Day Week Salary Piece rate Commission

Other (provide specifics): _____

Does a written agreement exist providing the rate(s) of pay? (check box) Yes No

If yes, are all rate(s) of pay and bases thereof contained in that written agreement? Yes No

Allowances, if any, claimed as part of minimum wage (including meal or lodging allowances):

(If the employee has signed the acknowledgment of receipt below, it does not constitute a "voluntary written agreement" as required under the law between the employer and employee in order to credit any meals or lodging against the minimum wage. Any such voluntary written agreement must be evidenced by a separate document.)

Regular Payday: FRIDAY

WORKERS' COMPENSATION

Insurance Carrier's Name: Integro USA Inc. dba Integro Insurance Brokers

Address: 1 State Street Plaza, 9th floor, New York, NY. 10004

Telephone Number: 212-295-5440

Policy No.: LDC4042609 AOS

Self-Insured (Labor Code 3700) and Certificate Number for Consent to Self-Insure: _____

PAID SICK LEAVE

Unless exempt, the employee identified on this notice is entitled to minimum requirements for paid sick leave under state law which provides that an employee:

- a. May accrue paid sick leave and may request and use up to 3 days or 24 hours of accrued paid sick leave per year;
- b. May not be terminated or retaliated against for using or requesting the use of accrued paid sick leave; and
- c. Has the right to file a complaint against an employer who retaliates or discriminates against an employee for
 1. requesting or using accrued sick days;
 2. attempting to exercise the right to use accrued paid sick days;
 3. filing a complaint or alleging a violation of Article 1.5 section 245 et seq. of the California Labor Code;
 4. cooperating in an investigation or prosecution of an alleged violation of this Article or opposing any policy or practice or act that is prohibited by Article 1.5 section 245 et seq. of the California Labor Code.

The following applies to the employee identified on this notice: (Check one box)

1. Accrues paid sick leave only pursuant to the minimum requirements stated in Labor Code §245 et seq. with no other employer policy providing additional or different terms for accrual and use of paid sick leave.

2. Accrues paid sick leave pursuant to the employer's policy which satisfies or exceeds the accrual, carryover, and use requirements of Labor Code §246.

3. Employer provides no less than 24 hours (or 3 days) of paid sick leave at the beginning of each 12-month period.

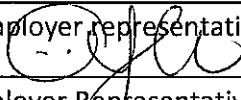
4. The employee is exempt from paid sick leave protection by Labor Code §245.5. (State exemption and specific subsection for exemption): _____

ACKNOWLEDGEMENT OF RECEIPT

(Optional)

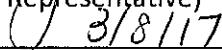
Erika Komatsu

(PRINT NAME of Employer Representative)



(PRINT NAME of Employee)

(SIGNATURE of Employer Representative)


3/8/17

(SIGNATURE of Employee)

(Date)

(Date)

The employee's signature on this notice merely constitutes acknowledgement of receipt.

Labor Code section 2810.5(b) requires that the employer notify you in writing of any changes to the information set forth in this Notice within seven calendar days after the time of the changes, unless one of the following applies: (a) All changes are reflected on a timely wage statement furnished in accordance with Labor Code section 226; (b) Notice of all changes is provided in another writing required by law within seven days of the changes.