

# SARAH PRICE

(408) 724-2969 [yourmodelsearc26h@gmail.com](mailto:yourmodelsearc26h@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-Persent

### **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-Persent

### **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**

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- Demands accuracy with the daily accounting procedures and prepares for the next day's business activities.
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MOORPARK HOTEL San Jose, CA

2001-2013

## **Night Auditor Supervisor**

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- Demands accuracy with the daily accounting procedures and prepares for the next day's business activities.
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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.
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- Demands accuracy with the daily accounting procedures and prepares for the next day's business activities.
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**Education:** Lincoln High School

**San Jose Vocational School:** Business accounting, Dental assistant



Name \_\_\_\_\_

**Servers Test**

Score / 35

**Multiple Choice**

18/35 = 51.1

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 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**

D

Scullery

E

Queen Mary

A

Chaffing Dish

B

French Passing

G

Russian Service

F

Corkscrew

C

Tray Jack

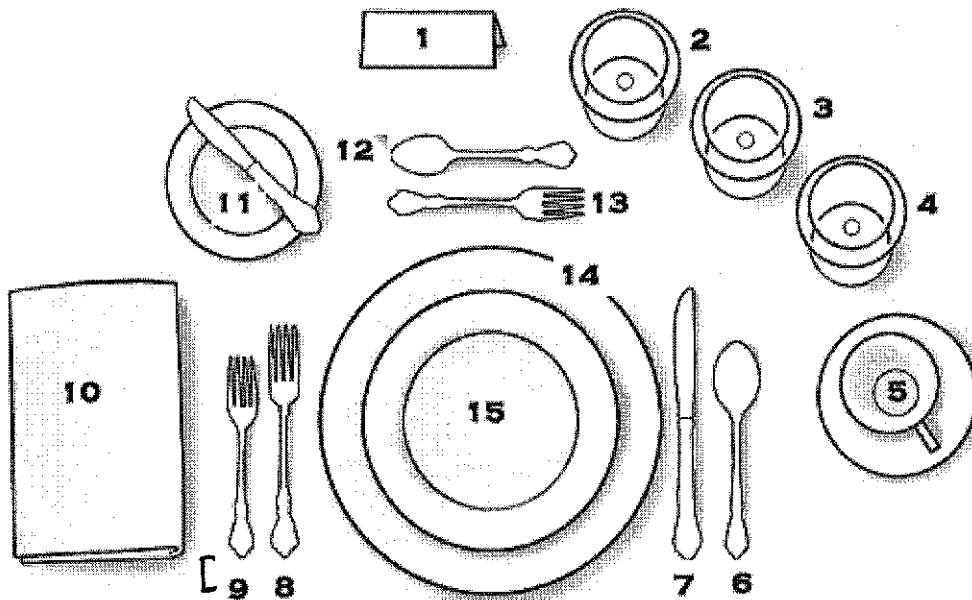
- A. Metal buffet device used to keep food warm by heating it over warmed water
- B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)
- C. Used to 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

Name Sarah Price

**Servers Test**

Score / 35



**Match the Number to the Correct Vocabulary**

- |           |                       |           |                              |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin                | <u>8</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>9</u>  | Salad Fork                   |
| <u>14</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 one inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream & sugar
- Synchronized service is when: all plates are served at the same time
- What is generally indicated on the name placard other than the name? Guest meal choice
- The Protein on a plate is typically served at what hour on the clock? 6 PM
- 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, 9<sup>th</sup> 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)

(SIGNATURE of Employer Representative)

(Date)

(PRINT NAME of Employee)

(SIGNATURE of Employee)

(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.