

JOB OBJECTIVE

Seeking position which will effectively utilize my clerical, and customer service skills.

SKILLS AND ABILITIES

Computer literate, Operate 10-key by touch; type 25wpm
Outstanding customer service skills
Able to learn quickly, fast worker
Flexible: willing to take on a variety of tasks
Cheerful outlook and positive attitude
Work well alone and with others

EXPERIENCE

Communication/Customer Relations

Resolved issues in person or face-to-face in a timely manner
Spoke with over 100 clients per day
Maintained a professional demeanor
Answered multi-line phones
Communicated with vendors and customers
Input customer information into computer
Solicited sales of new or additional products and services

Finance

Processed refunds and returns, adjusted bills
Created and mailed statements
Used company software to update customer records
Operated cash register, kept funds balanced

Clerical/Administrative

Alpha-numeric filing and maintain records
Answered phones, directed calls and took messages
Operated business equipment
Sorted and distributed mail
Received payments and/or deposits and recorded receipts for services
Scheduled appointments, and maintained and updated appointment calendars

EMPLOYMENT HISTORY

raig Williams Elementary School
Clerical Assistant

Lakewood, CA
September 2012 to 2015

ISS
Retailer

Bellflower, CA
October 2010 to 2015

Family Service of Long Beach
Counselor

Long Beach, CA
07/2010 to 10/2010

EDUCATION

Fresno High School, Fresno, CA
Seaside Coast College, Carson, CA

Diploma
Alcohol & Drug Counselor, Certificate

Name Dorothy Can
Score / 35

Servers Test

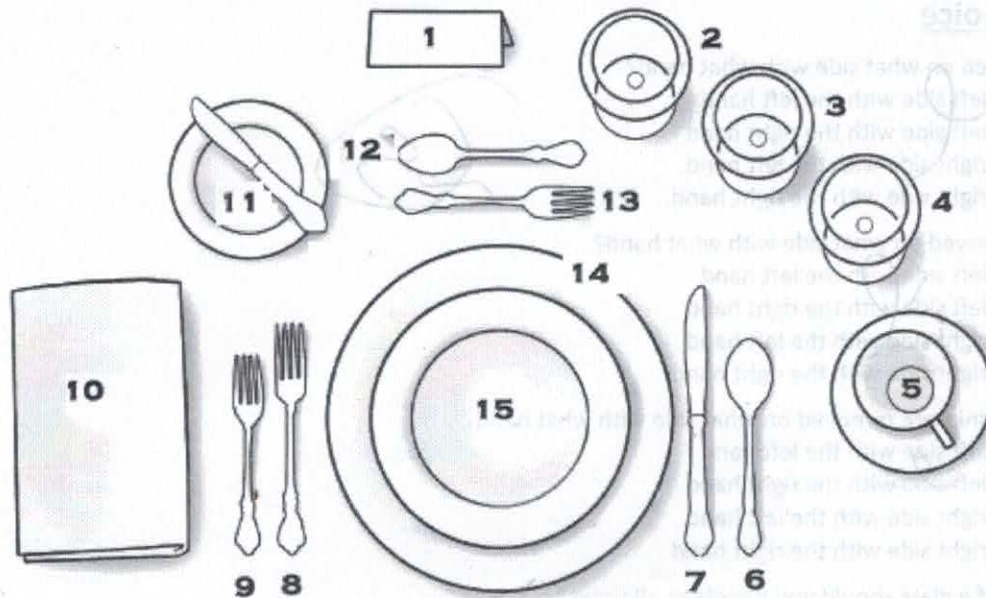
Multiple Choice

- 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
- ACe 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
- A 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
- A 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 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

- | | |
|--------------------------|---|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>B</u> Queen Mary | 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) |
| <u>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | D. Area for dirty dishware and glasses |
| <u>G</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F. Used to open bottles of wine |
| <u>C</u> Tray Jack | G. Style of dining in which the courses come out one at a time |

Name _____
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>6</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 2 4 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar & Cream
- Synchronized service is when: Everyone served at same time
- What is generally indicated on the name placard other than the name? type of plate
- The Protein on a plate is typically served at what hour on the clock? 12
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
inform the chef