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## Objective

To learn more about the hospitality industry by working events at prominent hotels in the greater Los Angeles area.

## Experience

### Universal Music Group – Woodland Hills, CA

January 2016 – July 2016

R2 Operator – VIP Project

- Responsible for proper uploading over 200 live concert performances into the R2 database
- Insure titles are up to date and compliant with regularly changing policies and procedures
- Reporting of project status to superiors and other R2 related tasks as needed

### Universal Music Group – Santa Monica, CA

September 2015 – December 2015

Consumer Engagement Temp – D2C

- Entered in backed up R2 work for merchandise from 2014 stores
- Assisted with setup sheets and pulling merchandise data as needed
- Familiarized myself with software relevant to merchandise functions such as R2 and Legacy

### CW3PR – West Hollywood, CA

September 2014 – June 2015

Junior Publicist

- Assisted the CEO, President and publicists in all aspects of pitching and securing coverage for clients
- Managed the calendar for the company's operations and took notes at scheduled meetings
- Responsible for major deliverables such as press kits and the annual report
- Wrote and edited publications on behalf of clients with precise attention to detail
- Assisted in development of social media on the company's Facebook and Twitter pages
- Assisted in research projects for awards campaigns and collecting contact information
- Managed talent check-in and general operations at red carpet events
- Researched and delivered media coverage for the company's 20+ active clients on a daily basis

### Harker Research – Raleigh, NC

February 2012 – June 2014

Research/Field Coordinator

- Answered the main phone line to direct calls appropriately
- Set up facility to meet client's and up to 40 respondent's needs during focus groups
- Verified client/station song lists of 20-40 songs were up to date and accurately tested
- Represented the company as assigned for projects in and outside of the Raleigh market
- Updated databases of up to 100,000 respondents to insure accounts were properly maintained

## Education

### American University, Kogod School of Business - Washington, DC

August 2007-May 2011

Bachelor of Science in Business Administration

Specialization: Marketing



**Cashier Test**

**Score** / 15

B

1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00 20
- c) \$15.00
- d) \$20.00

A

2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00 2
- c) \$3.00
- d) \$2.00

D

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

C

4) A roll of pennies is worth?

- a) \$1.00 1
- b) \$0.75
- c) \$0.50
- d) \$0.25

C

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

9%

6) What is the current sales tax rate in your city \_\_\_\_\_?

C

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

B

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

D

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

A

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

**Cashier Test**

**Score** / 15

A

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

B

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

**Question & Answer:**

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? Driver's license, passport, military ID

15) How many \$20 bills are in a bank band? 50

8

9

A

## 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



B

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

C

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

B

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

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E 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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

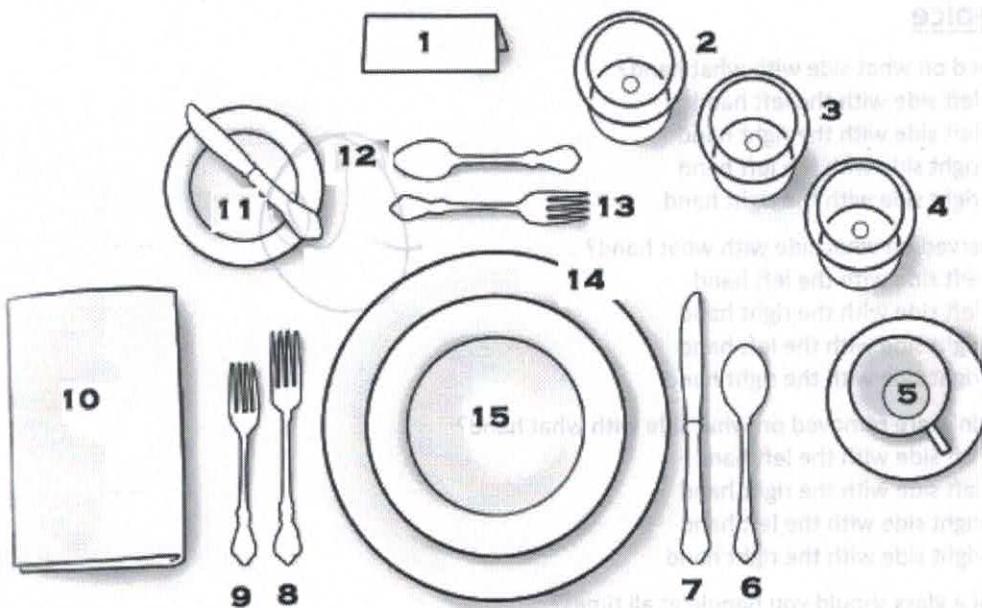
C Tray Jack

G. Style of dining in which the courses come out one at a time

Name \_\_\_\_\_

Score / 35

**Servers Test**



**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**

1. The utensils are placed three 10 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar and cream.
3. Synchronized service is when: Tasks are done in a consistent, logical flow.
4. What is generally indicated on the name placard other than the name? Mr. or Mrs., etc.
5. The Protein on a plate is typically served at what hour on the clock? half past.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Let them know what you have that fits their needs.