

Lisette Kennedy

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Summary of Qualifications

Fluent in Spanish with experience in retail and customer service, brand ambassador for products at events & in store demos. Extensive customer service experience.

Retail Experience

Adelante Live, Los Angeles, California

Brand Ambassador - Independent Contractor

- Conducting live demonstrations at Target stores for beauty products
- Educating the public on the products in order to create sales
- Setting up demo area and breakdown at end of shift
- Producing reports to let marketing firm what is selling

Bath and Body Works, Manhattan Beach, California

2012

Team Member

- Cashier, assisting customers find products
- Sales of highest priced Spa line
- Restocking, cleaning sales floor

Sport Chalet, Torrance, California

2011-2012

Scuba Department Sales

- Assisting other departments at closing, assisting customers
- Maintaining department stocked
- Renting out scuba equipment

Mervyns, Torrance, California

Sales floor & Cashier

- Assisting customers find items they need
- Cashier, returns and exchanges
- Stocking, folding, cleaning sales floor
- During holidays worked late shifts to replenish products sold

Manhattan Beauty Supply, Manhattan Beach, California
Sales Floor & Cashier

- In depth knowledge of beauty high end beauty lines and skin care
- Selling hair, nail and makeup by Sebastian
- Interacting with customers who came for a full service salon and dermatology services
- Cash Register & re-stocking of product, assisting customers find products

Education

Santa Monica College, Santa Monica, California
Major: Commercial Photography

Class of 2011

Name Lisette Pocar Kewney

Servers Test

Score / 35

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 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

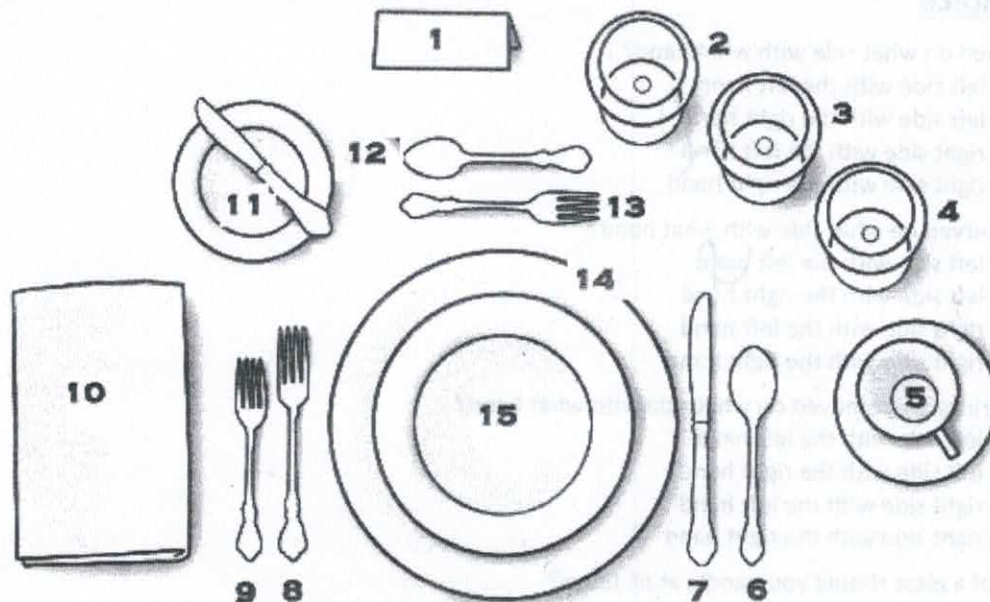
- ☒ A Scullery
☒ E Queen Mary
☒ C Chaffing Dish
☒ G French Passing
☒ B Russian Service
☒ F Corkscrew
☒ D Tray Rack

- ☒ 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

Name Lise He P. Kennedy

Servers Test

Score / 3



Match the Number to the Correct Vocabulary

1 Napkin

11 Bread Plate and Knife

10 Name Place Card

12 Teaspoon

13 Dessert Fork

6 Soup Spoon

14 Salad Plate

4 Water Glass

9 Dinner Fork

5 Tea or Coffee Cup and Saucer

7 Dinner Knife

3 Wine Glass (Red)

8 Salad Fork

15 Service Plate

2 Wine Glass (White)

Fill in the Blank

- The utensils are placed _____ inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? SUGAR, CREAM
- Synchronized service is when: _____
- What is generally indicated on the name placard other than the name? TABLE NUMBER
- 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?
INFORM THE KITCHEN