

## **Quadiyr Wilson**

1976 S. La Cienega Blvd. #320, Los Angeles CA 90034

Cell number: (973) 573-4845 -

Email address:: [Qawilson@gmail.com](mailto:Qawilson@gmail.com)

### **Experience**

#### **Brand Ambassador**

January 2017 - Present

#### **Big Orange Productions**

#### **Server**

December 2016 - Present

#### **Special Events Staffing Inc. Pasadena , CA**

Temporary event staffing.

#### **Barista**

August 2015 - January 2017

#### **Starbucks Los Angeles , CA**

Managed morning rush of over 500 customers daily with efficient, level-headed customer service.

Greeted guests with a pleasant smile and superior customer service.

Greeted and connected with every customer, recommending drinks and pastries.

Maintained the highest standards of conduct and service.

Maintained calm demeanor during high-volume periods and special events.

#### **Server**

January 2016 - November 2016

#### **Party Staff Inc. Los Angeles , CA**

Temporary event staffing.

#### **Media Center Assistant**

April 2010 - November 2014

#### **NBC Universal Los Angeles , CA**

Replaced worn labels and barcodes to keep materials in good physical condition.

Maintained and stored an inventory of media footage and archives.

Answered patrons' questions at the circulation desk.

Provided accurate and appropriate information in response to customer inquiries.

Addressed customer service inquiries in a timely and accurate fashion.

Worked with upper management to ensure appropriate changes were made to improve customer satisfaction.

### **Education**

**High School Diploma : 2004 Central High School Newark, NJ**

Name Quadiya Wilson  
Score 74 / 35

## 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  
 A d
- 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  
 -9 d
- 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  
 D 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  
 A b
- 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  
d

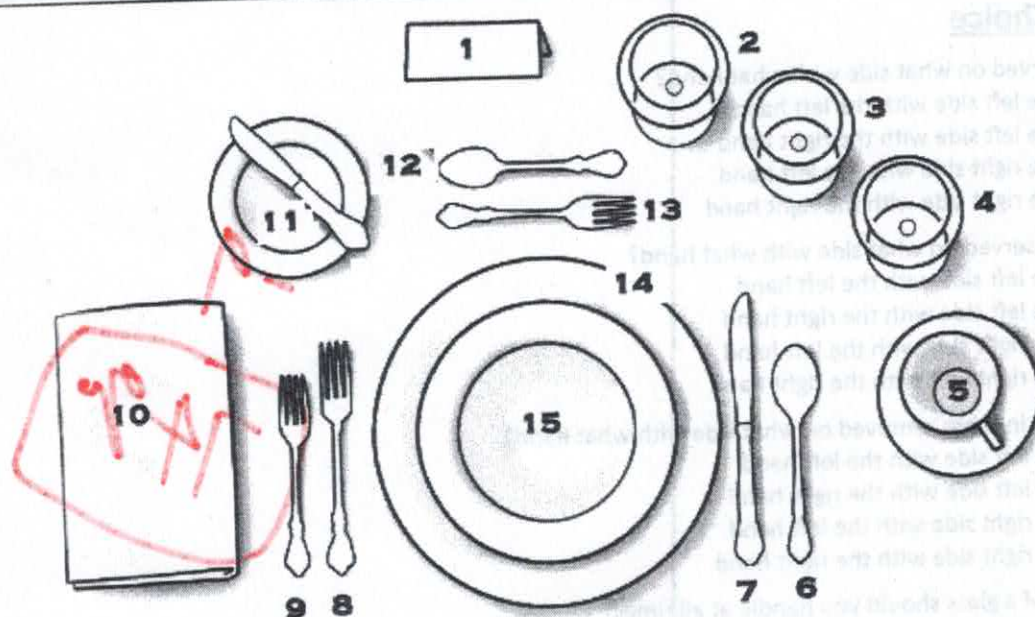
### Match the Correct Vocabulary

- |                                     |   |
|-------------------------------------|---|
| <u>D</u> Scullery                   | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</u> <del>A</del> 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> <del>F</del> 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 Quindyr Wilson 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>3</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>4</u>	Wine Glass (White)
<u>2</u>	Water Glass		

### Fill in the Blank

- The utensils are placed 2 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, coffee creamer, etc
- Synchronized service is when: the guests are served at once
- What is generally indicated on the name placard other than the name? their meal
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
tell the chef, captain

**Dishwasher Test**

**Score / 10**

- 1) After washing your hands, which item should be used to dry them?  
a) Clean apron  
b) Sanitized wiping cloth  
☒ c) Single use paper towel  
d) Common used cloth
- 2) While washing dishes by hand, which item should you wear?  
a) Cutting glove  
b) Oven Mitt  
☒ c) Rubber glove  
d) Nothing
- 3) When should you wash your hands?  
a) Before you start work  
b) After handling non-food items (garbage, money, cleaning chemicals)  
c) After using the restroom  
☒ d) All of the above
- 4) If you need to move a heavy load, you should PULL and not PUSH the object.  
a) True  
☒ b) False
- 5) Which of the following could you be at risk for getting burned from?  
a) Steam from boiling pots  
b) Hot liquids (coffee, soup, tea)  
c) Hot equipment (ovens, pots, chaffing dishes)  
☒ d) Harsh chemicals  
e) All of the above
- 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.  
☒ a) True  
b) False
- 7) What should you do if you spill liquids or see a liquid spill?  
a) Leave it for someone else to clean-up  
b) Wait until the end of your shift to clean it  
☒ c) Flag the spill and clean it immediately  
d) Not sure
- 8) When handling hot items you should?  
a) Wear rubber gloves  
☒ b) No need to wear anything  
c) Use an oven mitt or cloth towel  
d) Nothing
- 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?  
☒ a) Rinsing  
b) Scraping  
c) Washing  
d) Sanitizing
- 10) What is the proper method for cleaning and sanitizing stationary equipment?  
a) Spray with a strong cleaning solution and wipe with a sanitized cloth  
☒ b) Spray with a sanitizing solution, then rinse with clean water and dry  
c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution  
d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution