

# **WILLIE GREEN**

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## **CUSTOMER SERVICE REPRESENTATIVE**

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### **SUMMARY**

Dependable, hard-working, and dedicated customer service representative. Strong customer and communication skills with a high level of attention to detail. Effective time management skills. Known for taking initiatives, accepting new challenges and completing all projects by predetermined deadlines. Requires limited supervision. Acknowledged for reliability and creativity. Recognized for strong self-motivation and high energy. Working computer knowledge of Microsoft Word, Excel, PowerPoint, and other software.

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### **RELEVANT EXPERIENCE**

#### **ADMINISTRATIVE ASSISTANT FOR PUBLIC RELATIONS AND MARKETING MORRIS BROWN COLLEGE**

**Atlanta, Georgia**

- Greeted all visitors to office and campus. Managed all office duties including answering phones and directing calls to proper person. Typed all office correspondence, proof read all documents for press. Disseminated news and information to public highlighting student achievements, faculty research and school honors. Created public relations campaigns for capital improvements.
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### **OTHER PROFESSIONAL EXPERIENCE**

#### **BANQUET SERVER**

**2015 - Current**

#### **ARCH HOSPITALITY STAFFING, INC.**

**Dallas, Texas**

- Worked as a banquet server for special events at A T & T stadium serving food and drinks to fans and VIP guests.

#### **FOOD SERVER**

**2015 - 2016**

#### **DALLAS FISH MARKET**

**Dallas, Texas**

- Greeted, seated, and served guests food and alcoholic beverages in upscale seafood restaurant in Downtown Dallas. Required strong wine knowledge and ability to work in fine dining environment.

#### **BANQUET SERVER**

**2014**

#### **JOHNNY RIVERS CATERING INC.**

**Orlando, Florida**

- Worked special events for local catering company as a banquet server. Responsible for setting up and breaking down events.

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**OTHER PROFESSIONAL EXPERIENCE (Cont.)**

**EVENT COORDINATOR**

**2012 - 2013**

**SANON SPECIAL EVENTS**

**Davenport, Florida**

- Planned and staffed corporate luncheons, private banquets, dinners, and promotional events for clients. Responsible for other general office duties including answering the phones, data entry, typing contracts, planning menus, and billing.

**CUSTOMER SERVICE REPRESENTATIVE**

**2011 - 2012**

**WORK FORCE CENTRAL FLORIDA**

**Orlando, Florida**

- Worked in social service agency with thrift store component. Solicited, picked up, sorted, priced, and merchandised donated goods for sale in thrift store. Referred clients to other agencies for additional help.

**EDUCATION & TRAINING**

**FLORIDA A&M UNIVERSITY**

**Tallahassee, Florida**

**101 CREDIT HOURS IN BUSINESS ADMINISTRATION WITH MINOR IN FASHION**

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**ACCOMPLISHMENTS & AWARDS**

**SECOND HARVEST FOOD BANK OF CENTRAL FLORIDA**

**2013**

**CULINARY CERTIFICATE**

**Orlando, Florida**

Name

*Willie J. Green*

**Servers Test**

Score 33 / 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**

Scullery

Queen Mary

Chaffing Dish

French Passing

Russian Service

Corkscrew

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 diners table for custom expectations (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

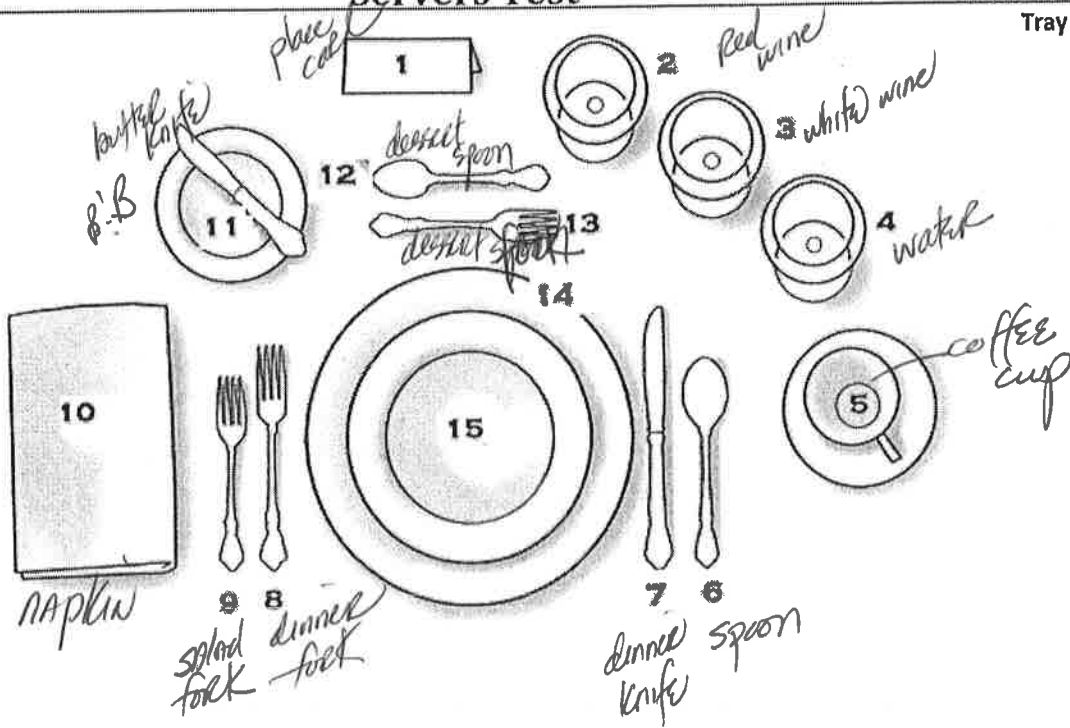
Name Willie J. Green

**Servers Test**

Score / 35

Tray

Jack



Name Willie J. Green

**Servers Test**

Score / 35

Match the Number to the Correct Vocabulary

10 Napkin  
11 Bread Plate and Knife  
1 Name Place Card  
12 Teaspoon  
13 Dessert Fork  
6 Soup Spoon  
15 Salad Plate  
4 Water Glass

8 Dinner Fork  
5 Tea or Coffee Cup and Saucer  
7 Dinner Knife  
2 Wine Glass (Red)  
9 Salad Fork  
14 Service Plate  
3 Wine Glass (White)

Fill in the Blank

1. The utensils are placed 1 inch inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? lemon, sugar, honey
3. Synchronized service is when: all courses are served/cleared at the same time.
4. What is generally indicated on the name placard other than the name? position # / company name
5. The Protein on a plate is typically served at what hour on the clock? 6 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
inform manager / chef / expediter