

## **Cynthea Douglas**

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**Skills:** Effective communicator, hospitality and guest relations professional, writer, personal shopper/personal assistant and wine hostess. Graced with the ability to work with ease and focus in high stress and diverse environments. Trained food and wine professional with experience opening new restaurants and lounges. Expert in OpenTable, ServeSafe and ETips Certified. Well versed in Microsoft office applications and organizational office work, Including blogging and Social media . Trained in wine knowledge and event presentation. Created 40-60% repeat guest and building lasting relationships with high profile clients.

**Experience:** Paley Restaurant Hollywood, Ca 3/2016 –current

Opening hostess/ reservationist promoting new restaurant and lounge. Create daily plan and flow of the service by checking guests in via OpenTable . Answer heavy phones including taking to-go orders over the phone. Assist wait staff with set up, serving food, bussing and quality checks . Constant communication with floor staff, management and kitchen to create a seamless experience for guests. Book large parties and refer event inquiries to coordinator. Create guest profiles and acknowledge high profile guest and respect privacy. Log in all lost and found items. Maintain cleanliness of host stand, restrooms and dining room. Provide directions, stamp parking validations and give out employment applications to applicants. Train new host staff as needed and assist admin assistant with printing materials and office related duties.

**Personal Assistant/ Shopper/ Order taker** 2/2015-current

(Independent personal assistant for a digital animator/ filmmaker)

Shop for all of her household needs, including picking up prescriptions. Taking out the trash, organizing rooms in her apartment, checking and sorting through her mail. Making appointments, ordering and picking up take-out. Preparing lists for future projects, orderings supplies. Taking notes, walk her dog, folding laundry, and paying her bills via internet. Making travel arrangements, booking freelance job appointments, reading and editing screenplays.

**Front Yard @ Garland Hotel Studio City, Ca (hostess , IRD order taker )3/15-12/15**

**Education:** City College of San Francisco 2014 Travel & Tourism Management Program

**Housekeeping Test**

1. During which of the following situation(s) should you wear gloves?
  - a) When handling disinfectant solutions
  - b) When cleaning guest rooms
  - c) When handling soiled linen
  - d) When handling or disposing of waste
  - e) All of the above.
2. Which of the following should be cleaned daily?
  - a) Chairs, lamps, and tables
  - b) Tabletops, bed, and handrails
  - c) Grab bars, light, tops of doors and counters
  - d) Floors, sinks, toilets, and latrines
  - e) All of the above
3. True or False: You do not need to use a separate cloth for cleaning bathrooms.
4. ~~True or False:~~ Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
5. Should the following be cleaned daily or weekly? Circle one.
 

a) Floors	<input checked="" type="radio"/> Daily/ Weekly
b) Toilets and latrines	<input checked="" type="radio"/> Daily/ Weekly
c) Carpets in guest rooms	<input checked="" type="radio"/> Daily/ <del>Weekly</del>
d) Carpets in offices	<input checked="" type="radio"/> Daily/ Weekly
e) Soiled linen	<input checked="" type="radio"/> Daily/ Weekly
6. The best way to clean the floors:
  - a) Scrubbing
  - b) Dry sweeping and dusting
  - c) Sweeping, mopping and dusting
  - d) Wet mopping
7. What should 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 up immediately
  - d) Not sure
8. The proper procedure for cleaning spills of blood and other body fluids is:
  - a) Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
  - b) Find the janitor on- duty and ask him to clean it up
  - c) Grab whatever is closest and wipe up immediately, then mark "Biohazard"
  - d) Nothing
9. What do you do if you encounter with bed bugs in a guest room?  
wear gloves, put sheets in biohazard bag/bin, report to supervisor, mgmt.
10. What do you do if you find Lost and Found items in a guest rooms?  
GET THE ITEM, PUT THEM in a bag and take them to security, give details of where they were found & date
11. Describe the difference between a disinfectant and a cleaning solution?  
a disinfectant takes the germs out and sanitizes. A cleaning solution cleans the item

**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

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

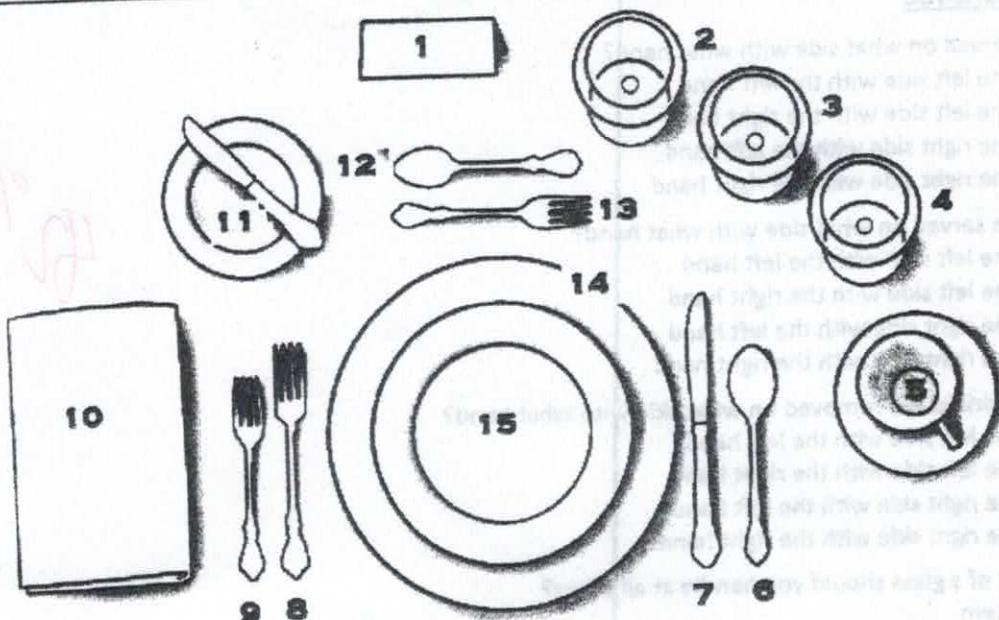
6) If you bring the wrong entrée to a guest what should you do?  
 a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn  
 b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served  
 c) Try to convince the guests to eat what you brought them  
 d) Go back into the kitchen to the front of the line and inform the expediter that you need a different entrée

**Match the Correct Vocabulary**

d Scullery  
e Queen Mary  
a Chaffing Dish  
b French Passing  
g Russian Service  
f Corkscrew  
c Tray Jack

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

**Servers Test**



**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

3 Wine Glass (Red)

9 Salad Fork

14 Service Plate

2 Wine Glass (White)

**Fill in the Blank**

1. The utensils are placed 21 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream, sugar,
3. Synchronized service is when: everything is provided in a timely manner, courses
4. What is generally indicated on the name placard other than the name? table number or choice of meal
5. The Protein on a plate is typically served at what hour on the clock? 4
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
let the kitchen know right away (EXPO)