

Kayla Shannon

I am in search for a position that will enhance my knowledge in the service industry while gaining the experience necessary to benefit my career goals. Known for being a team player and efficient.

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EXPERIENCE

Hotel Chantelle Rooftop & Restaurant

Maitre'D/ Reservationist/supervisor

May 2017- July 2017

- Controlling and plotting the books/systems
- Reservationist for large parties
- Supervisor for main lobby floor
- Reporting daily duty requirements for shift meetings

Harold's Meat + Three — Server

SEPTEMBER 2016 - MAY 2017

- Bartending for booked events
- Assisting other servers with tables
- Handling customer requests
- Ensuring quality service
- Grand opening week shift leader

Trading Post - Maitre'd/Server

JANUARY 2016 - SEPTEMBER 2016

- Responsible for plotting and controlling open table reservations
- Assisted guests in taking orders for food - and drinks
- Served parties with over 200 guests in a busy fast paced environment

Bistango at The Kimberly Hotel - Maitre'd/ Reservationist

JULY 2015 - JANUARY 2016

- Reservationist using OpenTable
- Implementing various strategies to cater to all customers
- Table setups
- Making sure all data is correct for a smooth shift
- Greeting and directing guest to ensure a welcoming feeling

Magnolia Bakery

Cashier / Events Instructor/ Customer Service Representative

OCTOBER 2014 - JULY 2015

- Quick pace environment
- Vibrant customer service/phone service
- Detailed product knowledge

SKILLS

- Microsoft programs
- OpenTable
- Aloha/Micros/ positouch
- Grubhub/Amazon/Seamless Apps

EDUCATION

Borough of Manhattan Community College Business Management

JUNE 2017

- Student government association participant
- Attending Cuny state conferences
- Won Cuny Beauty Pageant

- Closing/opening store
- Catering events store team leader
- Training staff for events
- Handling clients orders/ Entering clients orders in system
- Organizing deliveries

Multiple ChoiceB

1) Food is served on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

C

2) Drinks are served on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

C

3) Food and drinks are removed on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

A

4) What part of a glass should you handle at all times?

- The stem
- The widest part of the glass
- The top

D

5) When you are setting a dining room how should you set up your tablecloths?

- Neatly and evenly across the tables
- The creases should all be going in the same directions
- The chairs should be centered and gently touching the table cloth
- All of the above

D

6) If you bring the wrong entrée to a guest what should you do?

- Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served
- Try to convince the guests to eat what you brought them
- Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

Match the Correct VocabularyD Scullery

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

C 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

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

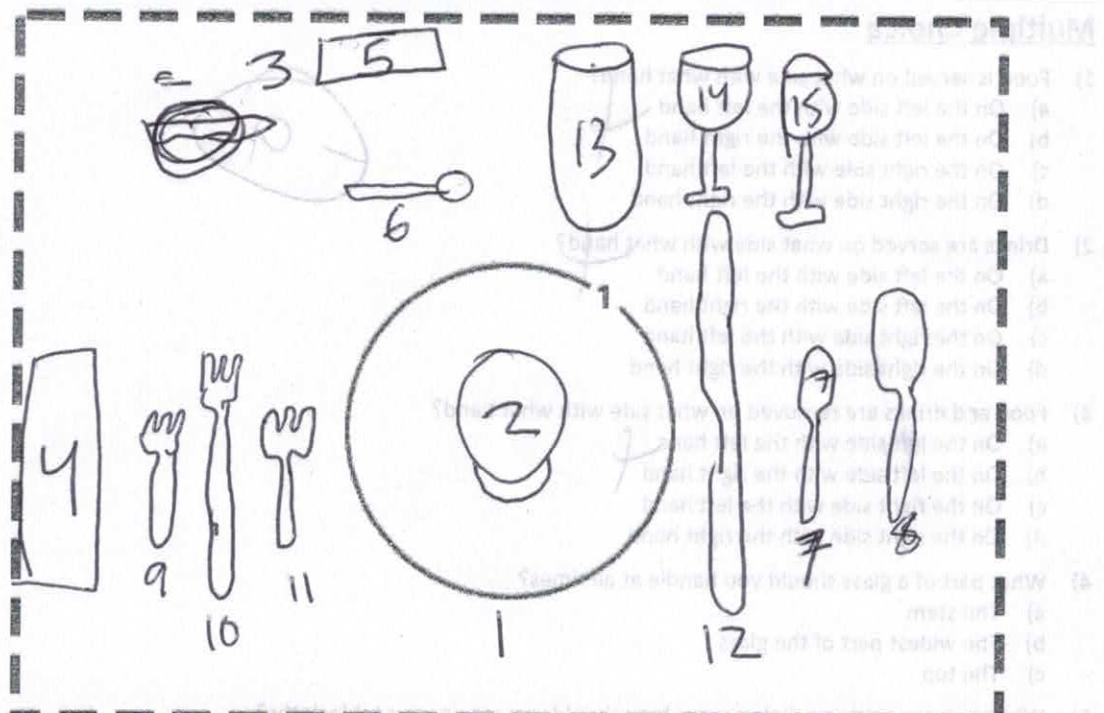
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

E Tray Jack

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



Draw a formal place setting containing all of the following:

1. Service Plate	7. Teaspoon	13. Water Glass
2. Salad Plate	8. Soup Spoon	14. Red Wine Glass
3. Bread Plate & Knife	9. Salad Fork	15. White Wine Glass
4. Napkin	10. Dinner Fork	
5. Name Place Card	11. Dessert Fork	
6. Tea/Coffee Cup & Saucer	12. Dinner Knife	

Fill in the Blank

1. The utensils are placed 1 (one) inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? milk and sugars
3. Synchronized service is when: formal dinner Services
4. What is generally indicated on the name placard other than the name? Name and table number
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 or ~~the~~ Kitchen leader