

**Rolanda Dean**

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**Professional Strengths**

I have strong communication skills, and high motivation with the ability to effectively manage and train others by example. I am well organized, and comfortable in working in a multi-tasking, project oriented environment. I have strong problem solving skills, with a commitment to detail in doing the job right the first time, and completing all projects.

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**Experience**

2006-2009	Ruby Tuesdays.	New York, NY
<b>Server / Banquets</b>		

- Greet customer, notify them of specials.Presentation of the wine menu.
- Setting up banquet functions and private parties banquet events.

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2011 - 2014	Sean John Inc.	Elizabeth, NJ
<b>Key Holder / Supervisor</b>		

- Open and close registers daily. Creating a daily focus sheet showing each associate the weekly sales goals as well as their personal sales goals and metrics. I trained associates, and on boarded new hires. Participated in weekly conference meetings. I administered customer service support to clients on various issues.
- I utilized retail pro software to ring sales and track sales. Conduct end of day report for the store as well as email the reports to my district manager. Also drop deposit in the safe for retrieval by Dunbar.

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2014 - 2015	Hertz Rental Car Inc.	Morristown, , NJ
<b>Flex Service Agent/Customer Service and Sales</b>		

- I was responsible for meeting personal sales goals, and metrics, as well as store goal. Sales support, and customer service issues.
- In addition to sales in store, my responsibilities included assisting customer with selecting the right coverages, and personal protection for rental vehicles

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2015 - Present	Avis Rental Car Inc.	Morristown, , NJ
<b>Manager /Customer Service and Sales</b>		

- I am responsible for operations of rental location.Manifest evaluation, and fleet demand of location.
- In addition to sales in store, my responsibilities included assisting customer with selecting the right coverages, and personal protection for rental vehicles

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**Education**

1990 – 1994	Barringer High School	Newark, New Jersey
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# Interview Note Sheet

## Applicant Information

Name: <u>Kolanda Dean</u>	Interviewer: <u>Dianne Hickey</u>
Date: <u>\$11.50 \$12.00 x 17</u>	Rate of Pay: <u>7124117</u>
Position (s) Applied for: <u>Server</u>	Referred by: <u>Jason Jones</u>

## Test Scores

Server	/35	%	Bartender	/30	%
Prep Cook	/15	%	Barista	/10	%
Grill Cook	/40	%	Cashier	/10	%
Dishwasher	/10	%	Housekeeping	/16	%

## Seeking:

Full-Time

Part-Time

## Relevant Experience & Summary of Strengths

Total of 5+ in Food Service

Currently not working -  
per diem driver for avis  
2 1/2 yrs serving @ Sheaton Parsippany  
2 yrs server @ Marriott Newark Airport  
H/K for many years @ Newark  
Marriott and several ESA, etc. types  
Willing to travel 45 minutes. Prefers  
to serve.

P.O.S. Experience: Y / N details: \_\_\_\_\_

## Transportation

Car

Public Transit

Carpool ( Rider / Driver )

## Regions Available to work:

North NJ

South NJ

Central NJ

Jersey Shore

## Certifications (if any)

TIPS

Serv-Safe

LEAD

Other \_\_\_\_\_

Will Submit

## Availability

Open

AM only

PM only

Weekdays only

Weekends only

Details: \_\_\_\_\_

## Uniforms Owned:

Bistro

Black Bistro

Tuxedo

1/2 Tuxedo

Black Vest

Long Black Tie

Chef Coat

Chef Pants

Knives

Black Pants

Non-Slip Shoes

Bow Tie

Other: \_\_\_\_\_

Would you recommend this applicant for Acrobat Academy?

Convention Candidate?

Other Languages Spoken:



Name: \_\_\_\_\_

Rolanda Dean

Score /14

Housekeeping Test

11/14  
79%

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 Daily/ Weekly
  - b) Toilets and latrines Daily/ Weekly
  - c) Carpets in guest rooms Daily/ Weekly
  - d) Carpets in offices Daily/ Weekly
  - e) Soiled linen 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?

Notify management immediately
10. What do you do if you find Lost and Found items in a guest rooms?

Turn it in to lost and found

11. Describe the difference between a disinfectant and a cleaning solution?

disinfectant neutralize germs<sup>^</sup> and diseases  
are communicable and  
cleaning solutions clean dirt

## Servers Test

32/35

92%

### 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

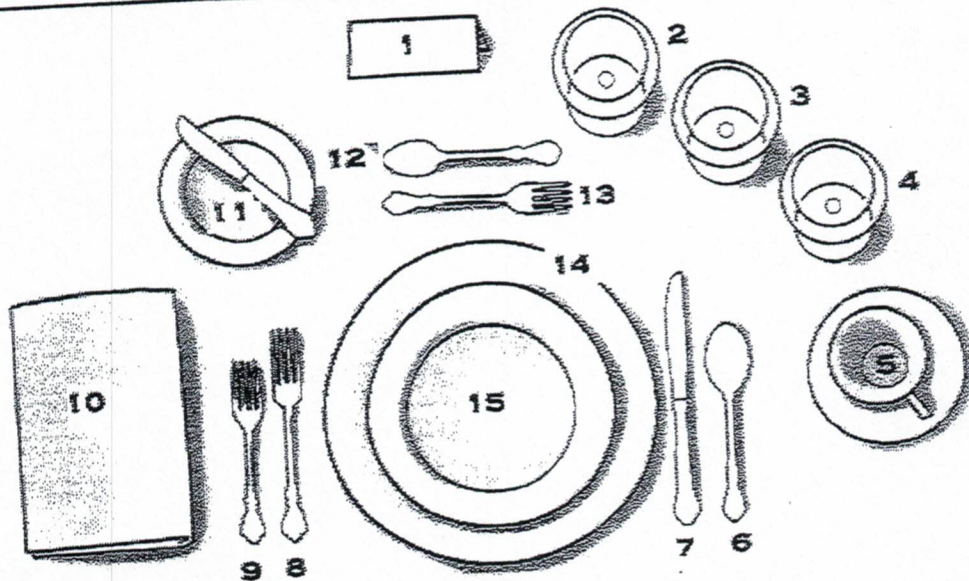
- |                          |   |
|--------------------------|---|
| <u>D</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</u> Queen Mary      | B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>A</u> 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 R Dean

Score / 35

## 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
- 9 Soup Spoon
- 15 Salad Plate
- 2 Water Glass

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

### Fill in the Blank

- The utensils are placed 1 inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? creamers sugar
- Synchronized service is when: everyone drops food or remove together
- What is generally indicated on the name placard other than the name? menu or bar
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
notify chef or captain