

Rolanda Dean

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.

Experience

2006-2009 Ruby Tuesdays. New York, NY

Server / Banquets

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

2011 - 2014 Sean John Inc. Elizabeth, NJ

Key Holder / Supervisor

- 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.

2014 - 2015 Hertz Rental Car Inc. Morristown, , NJ

Flex Service Agent/Customer Service and Sales

- 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

2015 - Present Avis Rental Car Inc. Morristown, , NJ

Manager /Customer Service and Sales

- 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

Education

Barringer High School

1990 – 1994

Newark, New Jersey

Interview Note Sheet

Applicant Information

Name: <u>Kolanda Dean</u>	Interviewer: <u>Dubbie McIee</u>
Date: <u>5/11/10</u>	Rate of Pay: <u>\$12.00/hour</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 New York Airport
 H/K for many years @ Newark
 Marriott and several ESA, el/awards
 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: _____

Housekeeping Test

- 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
- 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
- True or False: You do not need to use a separate cloth for cleaning bathrooms.
- True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
- 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
- The best way to clean the floors:
 - a) Scrubbing
 - b) Dry sweeping and dusting
 - c) Sweeping, mopping and dusting
 - d) Wet mopping
- 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
- 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
- What do you do if you encounter with bed bugs in a guest room?

Notify management immediately

- What do you do if you find Lost and Found items in a guest rooms?

Turn it in to lost and found

- Describe the difference between a disinfectant and a cleaning solution?

disinfectant neutralize germs¹ that are communicable and cleaning solutions clean dirt and diseases

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 expeditor that you need a different entrée

32 / 35

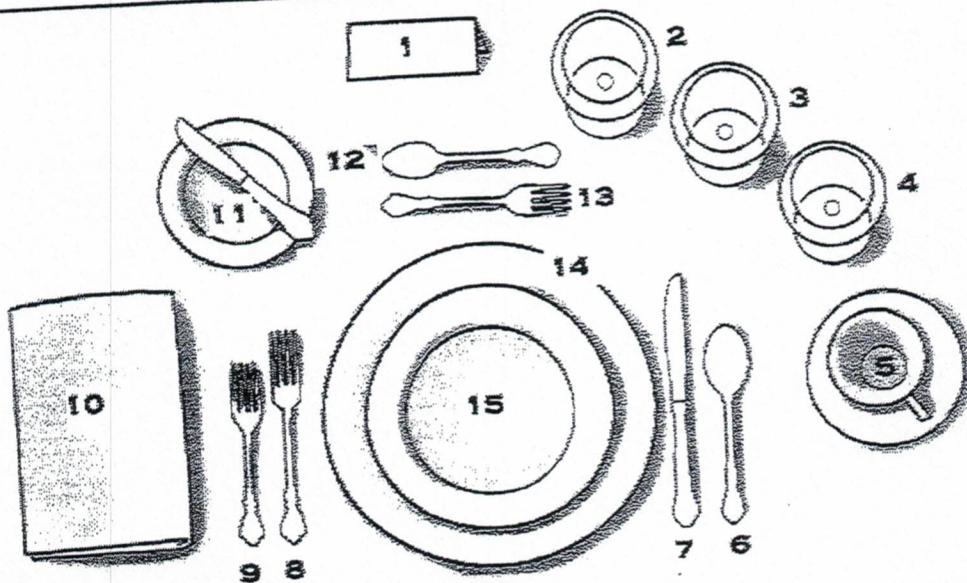
92%

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
 12 Name Place Card
 13 Teaspoon
 13 Dessert Fork
 6 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

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