

Cristi L. Earnshaw

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Career Focus

To bring back the art of personal consumer relations and raise the integrity and profitability of the organization by demonstrating my extensive knowledge, keen awareness, and diligent expertise in sales.

Qualifications Summary

ADEPT telephone and in-person sales presence

ENTHUSIASTIC sales attitude enhanced by effective listening skills

RELIABLE reputation for displaying integrity and professionalism

SELF-MOTIVATED with a strong work ethic and unstoppable determination to achieve greatness

Key Skills

- | | | |
|----------------------|-----------------|------------------------|
| ✓ Sales Prospecting | ✓ Outside Sales | ✓ Customer Service |
| ✓ Closing Techniques | ✓ Cold Calling | ✓ Conflict Resolution |
| ✓ Client Follow-up | ✓ Fundraising | ✓ Contract Negotiation |

Experience Highlights

Sales and Telemarketing

- ❖ Using sophisticated telemarketing, negotiating and closing skills, increased client referrals resulting in acquisition of new accounts.
- ❖ Through effective territory management and proven door-to-door sales strategies, became top sales person for entire Valley Region.
- ❖ Achieved outstanding sales status, exceeding sales quotas and customer satisfaction expectations as part of retail sales force in busy department store environment.

Fundraising

- ❖ During 24-month ECAL fundraising campaign, raised over \$110,000.
- ❖ Founded *Project Pay it Forward*, giving credit coaching clients 30 minutes of FREE consulting in exchange for 3 random acts of kindness for 3 strangers in 30 days.
- ❖ Volunteered two-hour of credit coaching services to the YWCA transition program helping women rebuild their finances.

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Customer Service

- ❖ Creatively negotiated finance agreements on behalf of credit coaching clients that resulted in savings of 30 – 40% in debt reductions
- ❖ Effectively over-came client resistance to reduce clutter, resulting in greater flow of wealth almost immediately
- ❖ Under extreme conditions of both space and time, as professional wait-staff, juggled multiple responsibilities for both customer and personnel

Employment History

Owner	Harmony in Home , Burbank, CA	08/2004 - Present
Caterer	Special Events Staffing, Pasadena, CA	04/2017 – Present
Organizer/ Admin.	The Alcoholism Center for Women, L.A., CA	03/2017 - Per Diem
Canvasser	Fund for the Public Interest , Los Angeles, CA	04/2009 - 03/2011
Senior Manager	SendOutCards , Salt Lake City, UT	08/2007 - 03/2010
Server	The Cheesecake Factory, Woodland Hills, CA	04/1992 - 08/2006
Outside Sales	Daily News, Van Nuys, CA	11/1991 - 04/1992
Canvasser	Amateur Sports Training Centers, Chatsworth, CA	08/1991 - 11/1991
Server	Applebee's Bar & Grill, Overland Park, KS	01/1990 - 08/1991
Retail Sales	Dillard's Dept. Store, Overland Park, KS	08/1985 - 01/1990

Education

University of Kansas, Lawrence, KS (1986-1991)
Bachelor of Science in Communications Studies

Selected Accomplishments

EFT Tapping Practitioner (2016)
Reiki Master (2006)
#1 Canvasser in U.S. – Fund For the Public Interest (2009-2010)
Best Guest Services – The Cheesecake Factory (2004)
Top Salesperson – Dillard's Department Store (1998)

Name Cristi Earnshaw

Servers Test

Score / 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

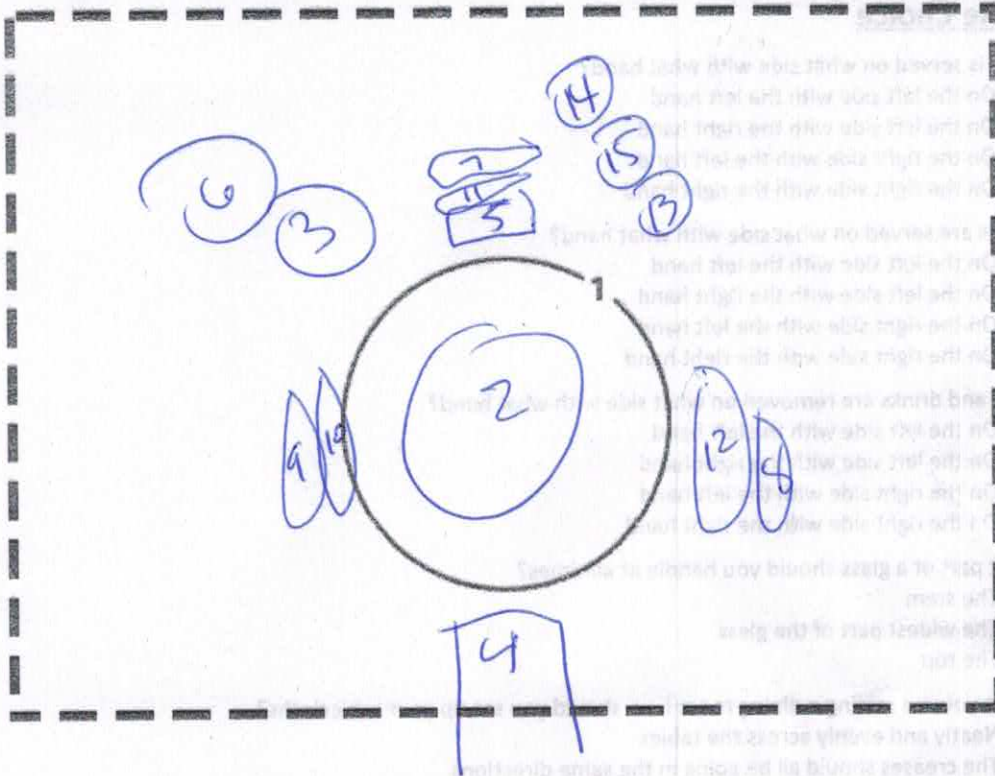
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | <input checked="" type="checkbox"/> A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | <input checked="" type="checkbox"/> 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 | <input checked="" type="checkbox"/> C. Used to hold a large tray on the dining floor |
| <u>G</u> French Passing | <input checked="" type="checkbox"/> D. Area for dirty dishware and glasses |
| <u>B</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 | <input checked="" type="checkbox"/> F. Used to open bottles of wine |
| <u>C</u> Tray Jack | <input checked="" type="checkbox"/> G. Style of dining in which the courses come out one at a time |

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Servers Test

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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

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? coffee spoon + coaster
- Synchronized service is when: servers come at 1 table at a time
- What is generally indicated on the name placard other than the name? their entree
- The Protein on a plate is typically served at what hour on the clock? 6:00
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? tell the manager + chef

every one is served at some time at table.