

PILAR SINGLETON

Los Angeles, CA 90093 • Phone: 281-908-5292 • E-Mail: pilar.singleton@gmail.com

WAITRESS AND CUSTOMER SERVICE SPECIALIST

Seasoned with 5 years of hospitality and waitressing experience and knowledge of customer service obtained from working in tourism at hotels, high class airport lounges and a creative problem solver who has consistently communicated effectively to customers.

PROFILE STATEMENT

- Obtained a food handlers license that is good until 2019
- Trained new employees while working in hospitality
- Monitored guest relations while working in hospitality

RELEVANT WORK EXPERIENCE

Lounge Concierge **Qantas** operating with **Hallmark Aviation**, Los Angeles, CA Jan 2016 - Dec 2016

- Greet 100's of guests who enter the lounge daily, answer any questions they may have regarding their flight to help their experience and stay be more enjoyable.
- Answered phones, served food and drinks and gave lounge tours as a way to accommodate the guests this resulted in a 100% LAMS approval rating
- Used LAMS and CM management programs to check guests into the lounge, this was also used as an aid to look up tickets and change seats which resulted in a 100% LAMS satisfaction rating from guests

Guest Service Agent **Residence Inn Marriott**, Houston, TX April 2012 – Dec 2013

- Auditing and bookkeeping in order to manage the daily receivables report
- Balanced cash as well as handled cash transactions when a guest needed to purchase an item at the market this convenience resulted in a 100% GRS customer satisfaction
- Answered phones, served guests and made reservations in the computer system fosse in order to ensure that we were not overbooked.

ADDITIONAL WORK EXPERINCE

Receptionist **Moviola Education Center**, Los Angeles, CA May 2015 – Dec 2015

- Answered phones signed students up for various editing courses including not limited to Avid Media Composer, Final Cut Pro, Adobe Premiere excellent customer service.
- Gained experience in bookkeeping using Microsoft Excel

Clerk **Apple One Staffing**, Los Angeles, California Dec 2013 - May 2015

- Reported to multiple job assignments
- Gained experience in bookkeeping using Microsoft Office, clerical and customer service experience

Student Worker **Texas A&M Financial Aid**, College Station, Texas Aug 2010 – May 2012

- Filed, scanned, indexed, and sorted student and personal financial information
- Sorted mail, Made copies
- Knowledge of use of financial paperwork for educational purposes

EDUCATION

Mount St. Mary's University (MSMU) Los Angeles, CA

May 2017

M.F.A. Film and Television

Texas A&M University (TAMU) College Station, TX

May 2012

B.S. Agricultural Communications and Journalism

SYSTEM SKILLS

- Ca
- **Operating Systems Advanced Proficiency:** Windows, Mac OS, and Android
- **Software Advanced Proficiency:** Microsoft Word, PowerPoint, Outlook and Excel, Facebook, Snapchat, Instagram, Twitter, Email, and Skype

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

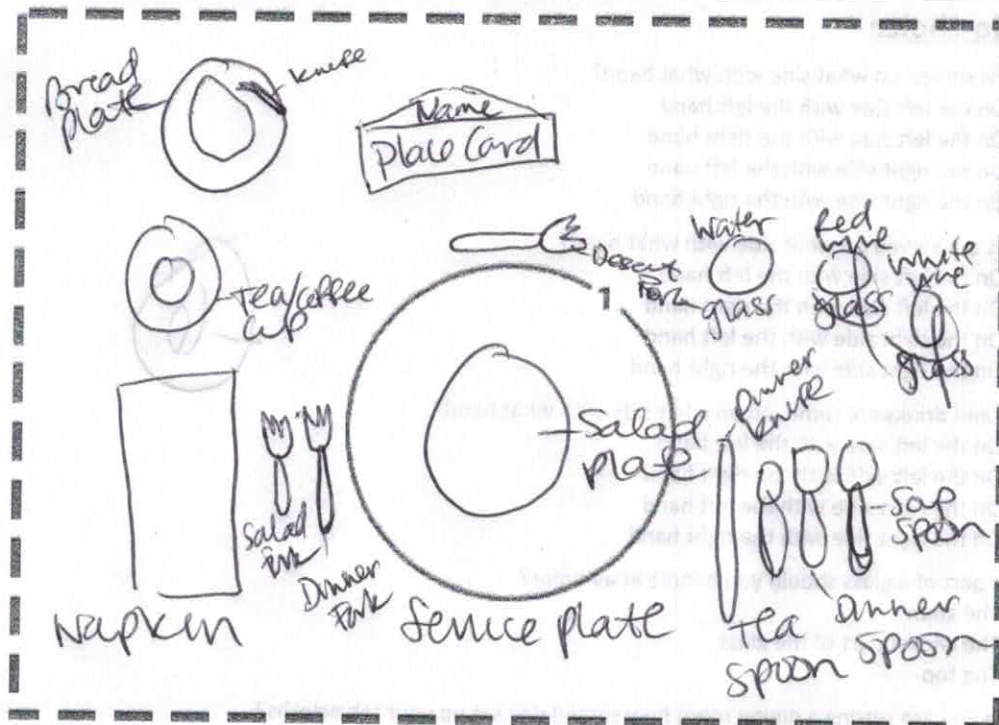
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <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>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 | 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 Rlar Singleton

Servers Test

Score / 35



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 a couple of inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar + cream
- Synchronized service is when: all servers are serving at the same time
- What is generally indicated on the name placard other than the name? A table number
- The Protein on a plate is typically served at what hour on the clock? 6:00pm/18:00
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? let the chef that is in charge know and place a napkin on their plate