

Kezia Obasi

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Objective

Seeking a position as a reliable server to provide quality service to customers

Education

California State Polytechnic University, Pomona

Bachelor of Arts in Psychology in Psychology

Experience

Zara, Sales Associate

- Organized the Men's department and fitting room
- Greeted customers and answered questions
- Assisted customers in purchasing items online

Radisson Hotel, Food Runner

Los Angeles, CA

- Responsible for serving food to guests
- Provided excellent customer service
- Greeted the guests of the Radisson Hotel

Rose Bowl Parade, Server

Pasadena, CA

- Served food to guests
- Waited tables in the VIP section of the Rose Bowl
- Organized and helped with setting up the decor for the event

Roadie Mobile App, Brand Ambassador

- Distributed flyers, T-shirts, and Drawstring backpacks that displayed the Roadie company logo
- Provided customer service by answering questions about the mobile app
- Demonstrated to potential customers how to download the mobile app and also assisted in helping customers create an account with Roadie

Skills

- Organized
- Excels in a fast pace environment
- Hardworking
- Active listener

Name Kezia Obasi

Servers Test

Score 21.5 / 35

Multiple Choice

8.5

76%

- B 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
- A 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
- D 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
- A 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
- D 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
- D 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

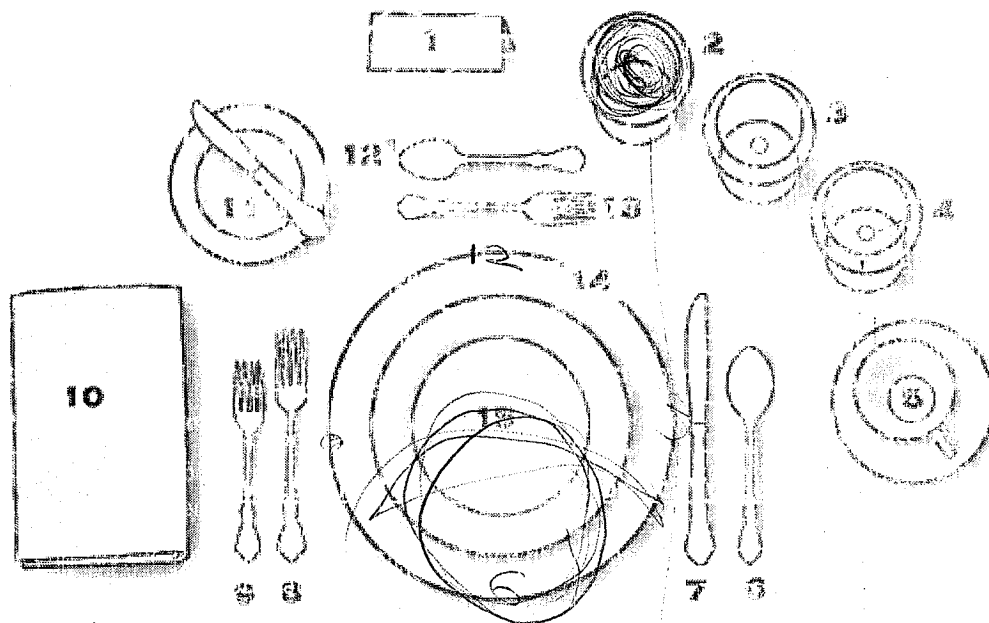
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Smelter | <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>C</u> Chafing 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 | <input checked="" type="checkbox"/> 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>A</u> Tray Rack | <input checked="" type="checkbox"/> G. Style of dining in which the courses come out one at a time |

Name Kenia Obasi

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

- | | | | |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin | <u>8</u> | Dinner Fork |
| <u>11</u> | Bread Plate and Knife | <u>5</u> | Tea or Coffee Cup and Saucer |
| <u>1</u> | Name Place Card | <u>7</u> | Dinner Knife |
| <u>12</u> | Teaspoon | <u>2</u> | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| <u>6</u> | Soup Spoon | <u>14</u> | Service Plate |
| <u>15</u> | Salad Plate | <u>3</u> | Wine Glass (White) |
| <u>4</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 61 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Creamer and sugar
- Synchronized service is when: all of the plates are served at once
- What is generally indicated on the name placard other than the name? the seat number
- The Protein on a plate is typically served at what hour on the clock? 7pm
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
write a special note and tell the cook