

Shannon Scarlett

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CORE COMPETENCIES

Leader	Adaptable	Energetic
Creative Thinker	Interpersonal Communicator	Multidisciplined

WORK EXPERIENCE

City Year, AmeriCorps | South Central Los Angeles, CA

AmeriCorps Member

August 2017 - Present

- Full-time volunteer with AmeriCorps, a non-profit organization, as a tutor and mentor with tenth graders and Santee Education Complex.
- Provides one-on-one and small group tutoring in math and english.
- Planned and led activities to develop students' emotional and social growth.

Eastern Maine Counseling & Testing Services | Bangor, Maine

Behavioral Health Professional

January 2015 - October 2016

- Developed individualized, in-home support for children with Autism Spectrum Disorder (ASD) and their families.
- Demonstrated exceptional communication skills to interact with clients and their families, agency staff, school personnel and healthcare practitioners.

Hollywood Casino Raceway & Hotel | Bangor, Maine

Banquet, Restaurant and Cocktail Server

August 2014 - September 2015

- Utilized multitasking skills to complete and serve orders in a fast-paced environment with professionalism and friendliness.
- Handled stressful situations respectfully.
- Highly skilled in mixing, garnishing, and serving drinks in keeping with the bar's specifications.

Ruby Tuesday | Brewer, Maine

Hostess and Server

August 2013 - September 2014

- Maintained responsiveness and utilized exceptional communication skills to fulfill guest orders and requests in a timely manner.
- Greeted guests and patrons personally and on the telephone.
- Managed events and made reservation arrangements.

EDUCATION

Bachelor of Arts (B.A.), Psychology & Studio Art Double Major

University of Maine | Orono, Maine

September 2013 - May 2016

- Honors, Magna Cum Laude, 3.5 GPA
- Developmental Concentration

University of Leicester | Leicester, United Kingdom

Study Abroad Program

January 2013 - June 2013

- Psychology, Credits Earned: 12.5

SKILLS & CERTIFICATIONS

CERTIFICATIONS

Behavioral Health Professional, First-Aid & CPR Certified, Safety Care Certified

LANGUAGES

Spanish - Beginner
Conversational

Multiple Choice

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

B 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

A 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

B 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 dinning 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

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

A 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)

E Chaffing Dish

C. Used to hold a large tray on the dining floor

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

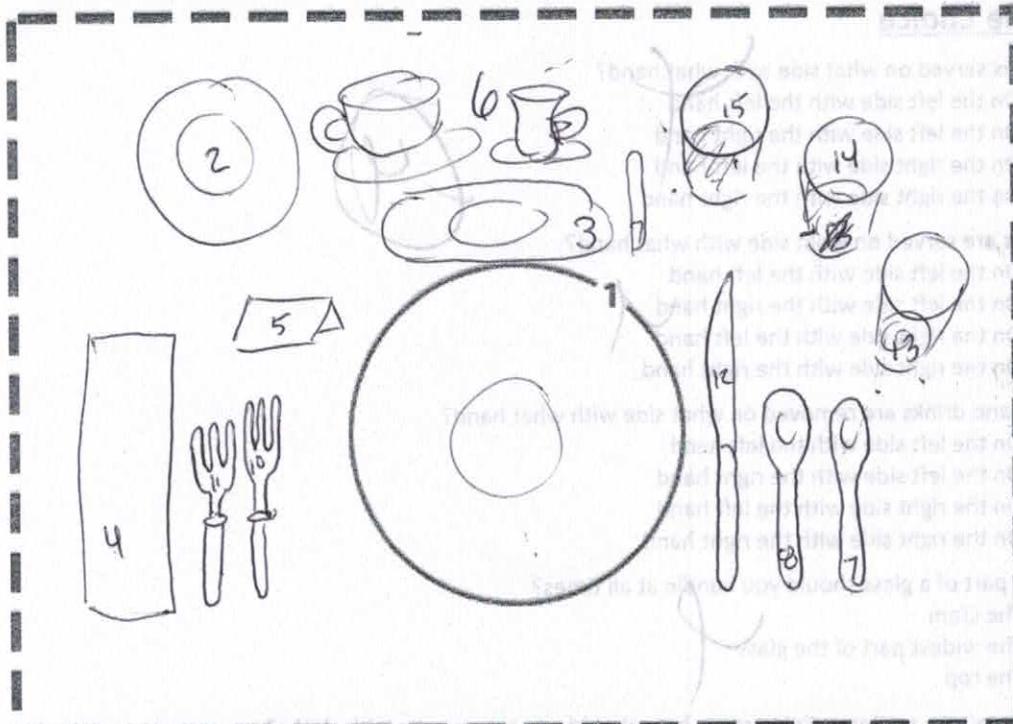
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

C Tray Jack

G. Style of dining in which the courses come out one at a time

**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

1. The utensils are placed 5" inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? cream & sugar.

3. Synchronized service is when: All servers present food.

4. What is generally indicated on the name placard other than the name? seat #/resturant

5. The Protein on a plate is typically served at what hour on the clock? 6:00pm

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Tell the chief cook!!