

# Risha Nash

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## SUMMARY OF QUALIFICATIONS

Professional Customer Service Representative with nine years experience, developing customer relations carrying out operational procedures with excellent communications skills in clerical and retail sales field.

## SUMMARY OF SKILLS

- Excellent in problem solving
- Excellent Decision making
- Outstanding Customer Service skills
- Ability to learn quickly, adapt to change
- Enthusiastic team member
- Ability to prioritize as necessary
- Reliable and prompt
- Outstanding Communication Skills
- Planning and Organizing Skills
- Motivation and encouragement skills

## EDUCATION

High School Diploma, Dorsey High School, Los Angeles, CA

## PROFESSIONAL EXPERIENCE

**Pride Staff/DoubleTree Hotel, Culver City, CA**

**Banquet Server**

**03/2015 – Present**

- Provide excellent service per event, and serve every table at the same time, from ten persons per table to hundreds of people per event.
- Work with the catering staff, to prepare each course at the same time, ensuring course is delivered as quickly and efficiently as possible.
- Ensure glasses filled, and remove each round of plates.
- Answer any questions from guests. And also, take orders from each table, if there are multiple meal choices.

**Regal Cake Gallery, Los Angeles, CA**

**Sales Manager/Cake Designer**

**04/2012 – 05/2015**

- Maintained existing and developed new customer relations.
- Processed orders and collaborated with vendors concerning orders, ensuring orders complete as requested..
- Decorate cakes utilizing artistic skills for creating unique and beautiful designs for customers..
- Managed and delegated tasks to staff of 10 persons.
  - Monitored the daily operations of the bakery, including food inventory management, and other tasks as required..

**Claire's, Los Angeles, CA**

**Third Key Manager**

**12/2010– 04/2012**

- Open and close store and responsible for carrying out all operational procedures.
- Ensured all cash registers were programmed with latest prices and operating efficiently.
- Assigned tasks to employees and assist cashiers with complex problems or concerns.
- Revise planogram for new seasons, and supervised cleaning sessions.
- Assist Cashiers to close out cash registers and balance draw deposits for next business day.
- Relied on instructions and pre-established guidelines to perform knowledge of commonly used concepts, practices, and procedures set forth by Company policy.



**Naucternal Services, Inglewood, CA**

**06/2006 – 12/2010**

**Front Office Receptionist**

- Coordinate work duties and perform data entry.
- Answered and directed multiple phone lines with ease and efficiency.
- Calendared appointments, faxed, and filed various correspondence and invoices.



**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
- c 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
- c 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
- a 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> 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>G</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  |

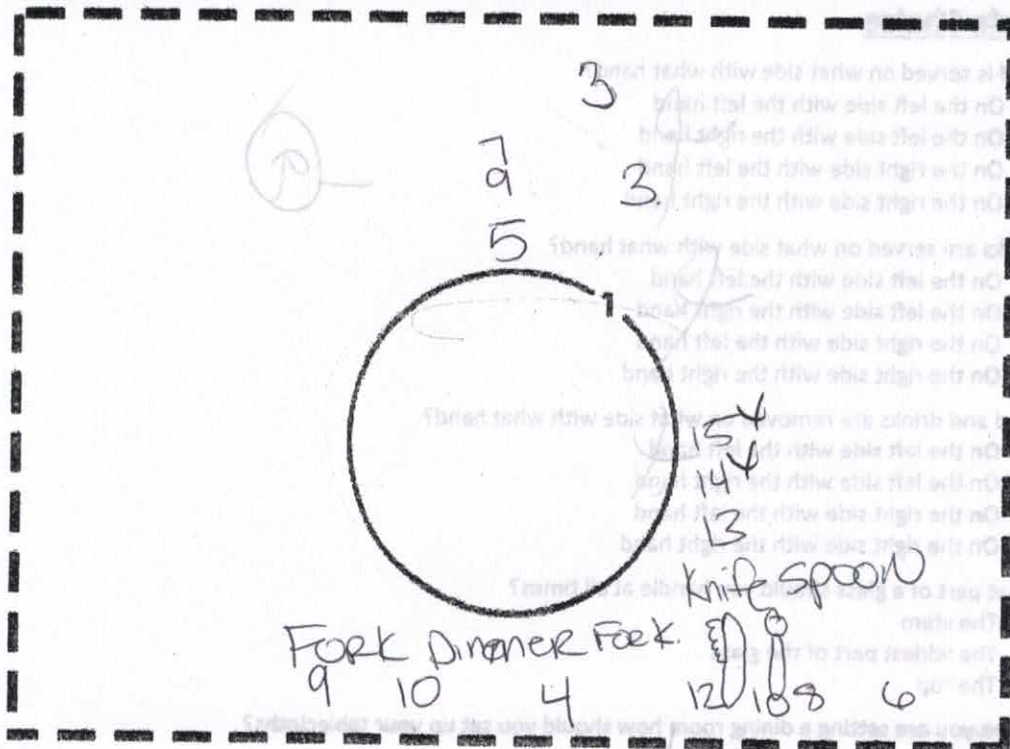


Name

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## 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 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar, lemon, creamer
- Synchronized service is when: X
- What is generally indicated on the name placard other than the name? X
- The Protein on a plate is typically served at what hour on the clock? 12 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? have it ready