

DANNY EVERETT

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↓ EMPLOYMENT HISTORY

❖ Culligan of Sylmar: Sylmar, CA

~ February 2012 -- October 2017 ~

Customer Service Supervisor

- Assist both the on-site General & Office Managers, with day-to-day functions
- Supervise the call center floor, the admin staff & the Service department
- Manage/maintain customer accounts, provide quality Customer Service & admin support
- Auditing & scheduling of service appointments & delivery requests & dispatch
- Quality Audits and Escalated Calls
- Monthly data reporting & finance reconciliation

❖ Bank of America/Countrywide: Simi Valley/Lancaster, CA

~ February 1999 -- March 2010 ~

Customer Service Call Center Manager -11/2004-03/2010-

- Day-to-Day operations of the Call Center Floor
- Managed a team of **12-14** Team Leaders & their staff of **12-16** CSRs
- Managed Quality Assurance teams who ensured integrity of customer satisfaction & sales offers
- Monthly, quarterly & annual reporting; Divisional presentation of goals & achievements
- Developed mentoring programs & monthly staff recognition events
- Human Resource events; ensure quality applicants were driven to the Customer Service department

Division Sales Manager

-11/2002-10/2004-

Customer Service Senior Team Leader

-03/2000-10/2002-

- Lead contact with coordinating new employee orientations & training
- Coaching towards improved overall CSR productivity
- Implement training & assignments, geared towards helping CSR achieve/maintain weighted goals
- Managed department sales initiatives & successfully set department goals & expectations

Customer Service/Sales Representative: -02/1999-02/2000-

- Assisted customers in a call center & retail bank environment; 1st &/or 2nd home mortgages &/or other banking products & accounts
- Provide solutions, conducted research for accounting errors, escrow of taxes & insurance, monthly payments, cross selling financial products and payment accelerator options

❖ Mitchell, Silberberg & Knupp, LLC: W. L.A., CA

~ September 1996 -- December 1998 ~

- File/Records Clerk

↓ COMMUNITY & ACHIEVEMENTS

Options for Youth, Los Angeles, CA

- 2000-2003 -

Organize/plan activities, curriculum & community events for up to 50 homeschooled teens & their guardians. Additionally, I assisted with organizing & planning events that were geared towards fund raising efforts.

ROSE Retreat Winner @ Bank of America/Countrywide 2004

Recipient of the company ROSE award ("Rewards of Service Excellence").

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
- DC 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

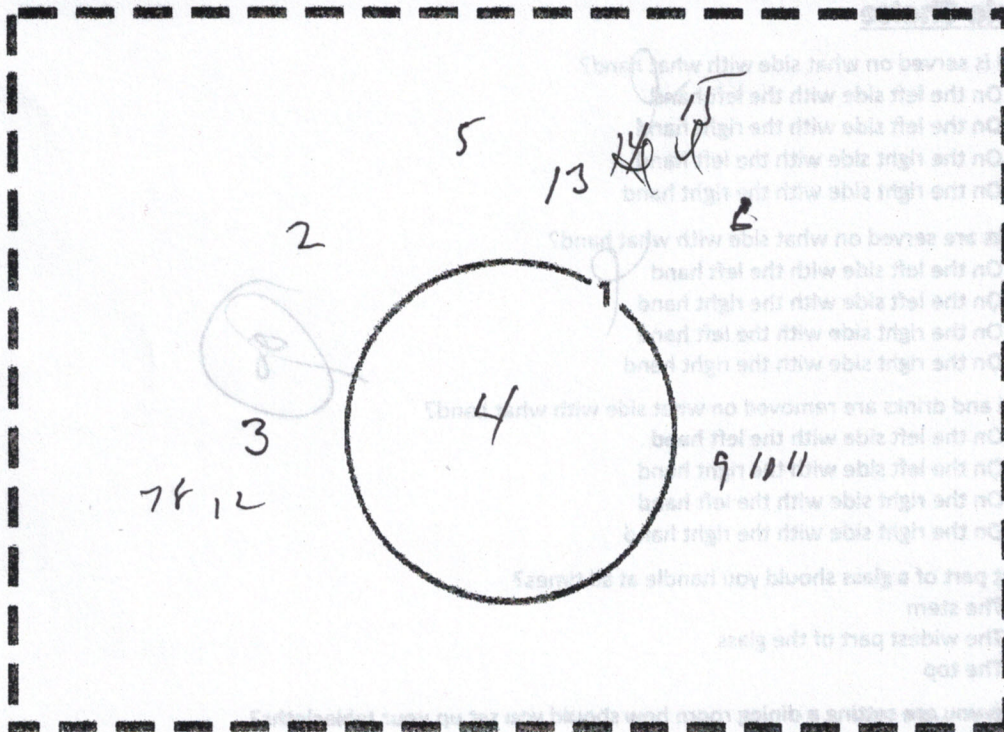
- | | |
|--------------------------|---|
| <u>E</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>G</u> Queen Mary | B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing 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>D</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

Michzel Panny ELMEST

Servers Test

Score / 35



Draw a formal place setting containing all of the following:

1. Service Plate
2. Salad Plate
3. Bread Plate & Knife
4. Napkin
5. Name Place Card
6. Tea/Coffee Cup & Saucer
7. Teaspoon
8. Soup Spoon
9. Salad Fork
10. Dinner Fork
11. Dessert Fork
12. Dinner Knife
13. Water Glass
14. Red Wine Glass
15. White Wine Glass

Fill in the Blank

1. The utensils are placed Thumb 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: SERVING ALL AT SAME TIME
4. What is generally indicated on the name placard other than the name? TABLE #
5. The Protein on a plate is typically served at what hour on the clock? Opp
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

DETERMINE WHAT THEY CAN EAT