

# Samuel K. Saidi

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## Skills:

- **Speaks five languages** (French, Swahili, Lingala, and Spanish)
- **Fluent in three languages** ( French and Spanish)
- Negation skills
- Intercultural communicator

## Experience:

Frontier - Telecom

Upland, California

### Account Manager

February 2017 – July 2017

- **Trained sales representative:** negotiated contracts and agreements to maximize profit.
- **Developed long-term relationships with clients**
- Supervised account representatives to ensure sales progress
- Improved sales performance and identified opportunities for growth

Barney's Beanery

Pasadena, California

### Server (seasonal position)

August 2016- March 2017

- Created an enjoyable environment for customers with positive attitude and efficient service.
- Displayed thorough knowledge of company
- **Provided exceptional dining experience with efficient customer service**
- Performed skills and duties beyond basic requirements

La Hacienda Mexican Restaurant

Emporia, Kansas

### Server

March 2014 – February 2016

- Impacted costumer with great attitude
- Displayed outstanding customer service while being prompt
- Maintained proper dining experience, delivered items, fulfilled customer needs
- Communicated products and services availability

### Analyst & Consultant (independent research project)

- Analyzed and investigated La Hacienda Mexican Restaurant's business model
- Gained competitive advantage over local restaurant
- Increased revenue, profitability, and Clientele

Boot-hill Casino & Resort

Dodge City, Kansas

### Shift Manager

July 2012 – January 2014

- **Managed 3 Departments: Slots, Players Club, and Valet**
- Approved jackpot and credit payout
- Ensured federal and state forms were completed and recorded.



- Maintained proper equipment function
- **Certified compliance with Federal and State gaming regulations**

YouthVille

Dodge City, Kansas

**YouthCare Worker**

January 2012 – August 2013

- Documented and monitored teen behavior
- **Developed activities for youths to help with their trauma, depression, and stress**
- Provided a safe nurturing environment
- Treated their psychological trauma

## **Education:**

**Citrus College, Glendora: Anticipated degree Spring 2018**

**Associate of Business**

- Accounting

**Dodge City Community College, Dodge City, Kansas: Graduated (May 2012)**

**Associate of Art**

- Psychology

## **Activities/Awards:**

- **Honor student (dodge city and Citrus college)**
- **Citrus Business association(Officer)**
- Four times All American in (Track & Field)
- Two times conference Champion (Track & Field)



Name \_\_\_\_\_  
**Servers Test** \_\_\_\_\_  
Score / 35

**Multiple Choice**

D 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

D 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

B 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

B 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**

D Scullery

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

E 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)

A Chaffing Dish

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

B French Passing

D. Area for dirty dishware and glasses

R Russian Service

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

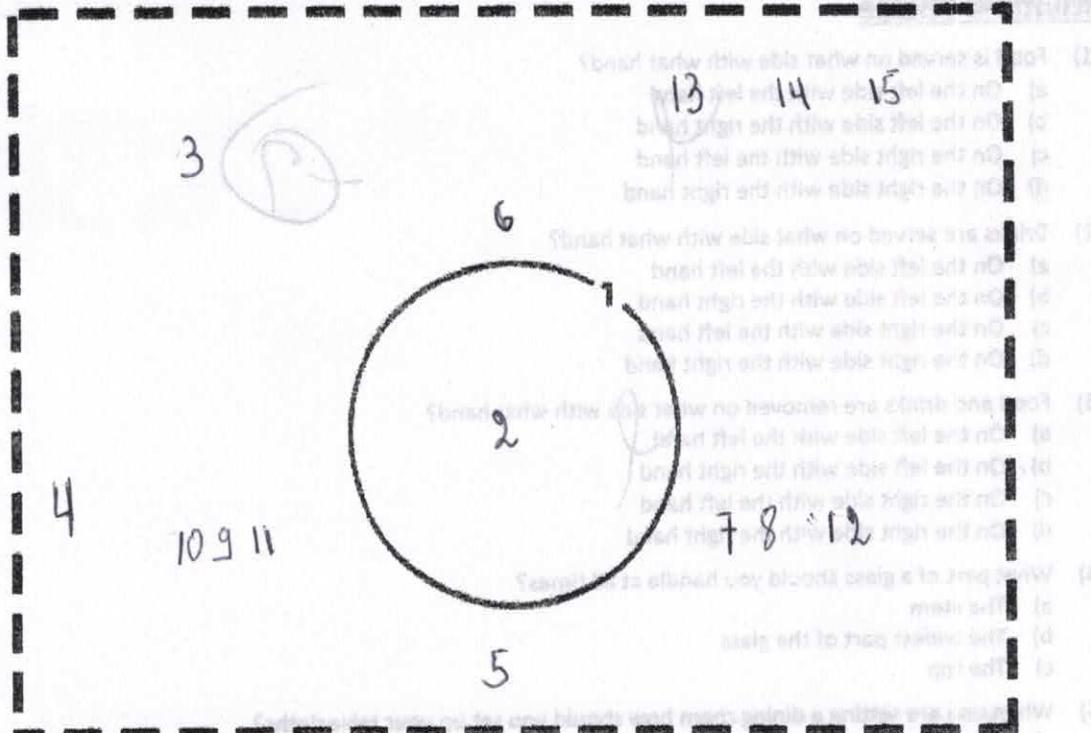
F Corkscrew

F. Used to open bottles of wine

C Tray Jack

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

Name \_\_\_\_\_  
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**

1. The utensils are placed \_\_\_\_\_ inch (es) from the edge of the table. 4
2. Coffee and Tea service should be accompanied by what extras? Spoon, etc.
3. Synchronized service is when: \_\_\_\_\_
4. What is generally indicated on the name placard other than the name? OCCUPATION / MRS / MRS. MRS.
5. The Protein on a plate is typically served at what hour on the clock? 4
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
inform [redacted] that we have a special menu that we can offer with  
Gluten-free or vegetarian