

# SHIQUITA E. SMITH

Home: (832) 965-5179  
Mobile: (713) 303-1685

17130 Taffaine Drive  
Houston, TX 77090

## OBJECTIVE

I am seeking a career opportunity within a success driven company, one that values the hard work of its people by providing opportunities for continuous growth and advancement as a vital member of a customer service oriented culture.

## SUMMARY OF QUALIFICATIONS

- Effective interpersonal and client relations aptitude complimented with excellent sales discipline.
- World renowned customer service/client relations/collections abilities with a genuine smile.
- Dedicated, conscientious, dependable, efficient, and detail-oriented.
- Thrive in challenging situations requiring the ability to think fast, be creative, and problem-solve.
- Excellent organizational, oral, and written communication skills.
- Specialize in results, punctual, hard-working, and self-motivated.
- Open Table proficiency, TABC and Safe Serve (food handler) certifications

## EXPERIENCE

### Supervision/Hostess/Administrative

02/2012 – Present

**HBF/Cat Kora's Kitchen-IAH** Houston, TX – First impressions to IAH travelers both domestic and international, who visit the E-Terminal eateries. Extend world renowned customer service with a genuine smile to every guest entering the restaurant, seat guest using multiple floor-chart planners. Responsible for updating variable pricing through the In-Store program price sheet, update food/beverage inventory, data input via airline vouchers, paid-outs and invoices. Provide stellar service, menu choices and beverage selections to travelers created by Iron Chef Cat Cora. Create weekly schedules using Data Central office software, adhere to TSA/IAH regulation-policy-procedure, maintain food temperature log, monitor kitchen equipment and set-up. Maintain quality assurance, supervise staff to insure full compliance of airport and HBF safety for guests and employees. Authorized signer for incoming freight, attention to detail on the service floor via attendance and surveillance technology.

### Reservationist/Hostess

11/2012 – 02/2014

**Landry's/McCormick & Schmick's** Houston, TX – Routed incoming calls to proper department using multiple phone line system and notated corporate account profiles with pertinent information. Updated account information upon every contact, sent out promotional materials to current and future guest. Seated guest according to organized floor chart within an establishment that holds over 500 people. Organized and maintained a waitlist using an Open Table computer operations system, addressed guest concerns using the full knowledge obtained from a decade of outstanding customer service experience.

### Front Desk-Reservationist/Head Hostess/Trainer

9/2009-2/2011

**Valentino Vin Bar/Hotel Derek** Houston, TX - Seated guest according to organized floor charts within an establishment that holds approximately 200 people, organized and maintained a waitlist using an OT computer operations system, addressed customer concerns using the full knowledge obtained from my customer/client relations skills from past experience, answer phones in a professional, courteous, and friendly manner. Booked reservations for corporate groups and small parties, trained new employees on an ongoing bases and other clerical duties as needed in order to help ensure the restaurants success.

**Reservationist/Event Assistant/Hostess**

02/2006-5/2009

**Front Desk Reservationist/Head Hostess/Trainer**

**Fox Sports Grill** (Fox 26 network affiliated), Houston, TX – Worked side by side with marketing manager to assist with coordinating events, online marketing, prospecting, field representative, research marketing, project planning, set up and display at events around the city in order to fully promote products and services, communicating with clients (in person as well as over the phone), follow - ups, & promotions. Booked reservations for corporate groups and small parties, trained new employees on an, assigned closing side work to servers, responsible for unlocking and locking the restaurant upon opening and closing time, input voids, comps, and employee discounts into computer system, helped management with employee roster, organized employee schedules and rosters. Seated guest according to organized floor charts within an establishment that holds over 900 people, organized and maintained a waitlist using an electronic paging system, addressed customer concerns, and other clerical duties as needed in order to help ensure the restaurants success.

## **SKILLS SUMMARY**

**Over a decade of stellar customer service/client relations experience**, collections in/outbound call center, quality assurance, negotiating skills, appointment setting, scheduler, trouble-shooting, problem solving, client relations, sales, promotion, advertising, marketing, research, account management, supervision, book keeping, inventory, analyzing reports, Microsoft Office for students \*Open Table proficiency and \*TABC\*Safe Serve certifications.

## **EDUCATION SUMMARY**

**Texas Southern University** – BA degree in mass communication with a concentration in journalism (**Advanced Honors Graduate, GPA 3.94**).

**Houston Community College** – Associate in Applied Science (**Honors/Marketing Research & Management & Certificate in Retailing**).

**Foley's Academy High School**, Houston, TX - HS Diploma.

## **References**

**Angela M. Martin: Flight Attendant**  
**SkyWest Airlines San Francisco, CA**

[Angela3Martin@yahoo.com](mailto:Angela3Martin@yahoo.com)

Mobile: (832)-443-7139

**Vonnie C. Dunes III, ESQ.**  
**Law Firm of Vonnie Dunes**  
**West 43<sup>rd</sup> Street, Suite 47 New York, NY 10036**

[Beastmodenetwork@gmail.com](mailto:Beastmodenetwork@gmail.com)

Mobile: (832)-618-6537

**James R. Martin: Supply Chain Management**  
**Saudi Aramco Oil & Gas, Saudi Arabia**

[jamesrickmartin@gmail.com](mailto:jamesrickmartin@gmail.com)

Mobile (832) 677-5061



## Employment Application

Acrobat Outsourcing is an equal opportunity employer dedicated to non-discrimination in all employment practices. Acrobat Outsourcing selects the best qualified individual for the job based on job-related qualifications regardless of race, age (40+), color, religion, gender, national origin, ancestry, marital status, sexual orientation, disability or any other status protected by applicable law.

### PLEASE PRINT

Full Name Shiquita Smith Date: \_\_\_\_\_  
Home Telephone (713) 303-1685 Other Telephone (832) 961-5179  
Present Address 19130 Caffine Dr Houston, Texas 77090  
Permanent Address, if different from present address: \_\_\_\_\_  
Email Address ALEXISS@SBC.GLOBAL.NET

### EMPLOYMENT DESIRED

Position applying for: HOSTESS, COCKTAIL, SERVICE Salary desired: 150 plus  
Are you currently registered with any staffing and/or employment agencies? If so, please list  
NO

Are you applying for: Full-time work? Yes  No  Part-time work? Yes  No   
Temporary work, e.g., summer or holiday work? Yes  No  From: TBA To: TBA  
How did you find out about our open position? (Please check fill in proper name of source):  
Referral  Name of Referral \_\_\_\_\_ Newspaper  Job Fair  Agency  Company Website   
Other Web Posting  Other Source   
Could you work overtime, if necessary? Yes  No  If hired, on what date could you start working? Dec 25 4M

Please keep in mind that schedules and shifts may vary depending on position and season. Additionally, the hours may vary from week to week, depending on the company needs. Please list only the times/days you're available to work below.

SPECIFY HOURS AVAILABLE DAILY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AM							
PM							

Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates: \_\_\_\_\_

### PERSONAL INFORMATION

Have you ever applied to or worked for Acrobat Outsourcing before? Yes  No  If yes, when? \_\_\_\_\_

Do you have friends or relatives working for Acrobat Outsourcing? Yes  No  If yes, please state name and relationship \_\_\_\_\_

If hired, would you have a reliable means of transportation to and from work? Yes  No

If hired, can you present evidence of your legal right to live and work in this country? Yes  No

State age if you are under 18 \_\_\_\_\_ If you are under 18, hire is subject to verification that you are of minimum legal age to work

Are you able to perform the essential functions of the job for which you are applying? Yes  No

If no, describe the functions that cannot be performed (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions) \_\_\_\_\_

# Acrobat

outsourcing  
Your Hospitality Staffing Professionals

## EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
TEXAS Southern Univ. Houston, Texas		BACHELOR	YES
Do you have any special licenses, certificates or special training? If so, please list under "Special".		YES	NO
Are you computer literate? If so, list software knowledge under "Special."		YES	NO
Are you proficient with Point of Sales Systems? If so, please list which ones under "Special."		YES	NO
Do you have any other experience, training, qualifications or special skills, which you feel make you especially suited for work at Acrobat Outsourcing? If so, please list under "Special."		YES	NO
Special: MICRO SOFT OFFICE OPENTABLE TABC Food Handler			

## EMPLOYMENT HISTORY

List below all present and past employment starting with your most recent employer (last 10 years is sufficient). Account for unemployment periods of three months or more.

Are you currently employed? Yes  No  If so, may we contact your current employer? Yes  No

Name and Address of Employer HBF, Cat Coha's (Six Years)  
 Type of Business Hospitality Telephone No. 832,687-0906 Supervisor's Name Lorey Finebryce  
 Your Position and Duties HOSTESS / M. Restaurant Supervisor

Dates of Employment: From 02/12 To PRESENT Weekly Pay: Starting 13 TIPS Ending 15+ TIPS

Reason for Leaving Still Employed

Name and Address of Employer \_\_\_\_\_

Type of Business \_\_\_\_\_ Telephone No. (\_\_\_\_) \_\_\_\_\_ Supervisor's Name \_\_\_\_\_

Your Position and Duties \_\_\_\_\_

Dates of Employment From \_\_\_\_\_ To \_\_\_\_\_ Weekly Pay Starting \_\_\_\_\_ Ending \_\_\_\_\_

Reason for Leaving \_\_\_\_\_

Name and Address of Employer \_\_\_\_\_

Type of Business \_\_\_\_\_ Telephone No. (\_\_\_\_) \_\_\_\_\_ Supervisor's Name \_\_\_\_\_

Your Position and Duties \_\_\_\_\_

Dates of Employment From \_\_\_\_\_ To \_\_\_\_\_ Weekly Pay Starting \_\_\_\_\_ Ending \_\_\_\_\_

# Acrobat

outsourcing  
Your Hospitality Staffing Professionals

Reason for Leaving: \_\_\_\_\_

Name and Address of Employer \_\_\_\_\_

Type of Business \_\_\_\_\_ Telephone No. (\_\_\_\_) \_\_\_\_\_ Supervisor's Name \_\_\_\_\_

Your Position and Duties \_\_\_\_\_

Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_ Weekly Pay: Starting \_\_\_\_\_ Ending \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Have you ever been fired from any previous place of employment? If so, please explain: \_\_\_\_\_

## MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes  No   
If so, describe: \_\_\_\_\_

## JOB RELATED REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: James R. Martin Telephone No. 832, 677-5061

Address: Houston, Texas / Saudi Arabia

Occupation: Event Planning Relationship: Professional Number of Years Acquainted: 10+

Name: Vonne C. Dunes, III, Esq. Telephone No. 832, 618-6537

Address: Houston, Texas & New York

Occupation: Events Houston Relationship: Professional Number of Years Acquainted: 10+

Name: Anesha Martin Telephone No. 832, 443-7139

Address: Los Angeles, CA

Occupation: Hospitality Relationship: Professional Number of Years Acquainted: 10+

(Flight Attendant) Relationship: Friend Number of Years Acquainted: 10+



**Please Read Carefully, Initial Each Paragraph and Sign Below**

KR I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

BB I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

BB I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

BB I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

BB Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

I hereby acknowledge that I have read and understand the above statements.

Applicant's Signature

Date 12/23/2017

**Cashier Test**

**Score** / 15

B

1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

A

2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

D

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

C

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

C

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

6.25

6) What is the current sales tax rate in your city 6.25%

C

A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

B

8) A customer buys two shirts for \$10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

D

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

A

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

**Cashier Test**

Score / 15

c 11) Counterfeit pens should be used on which three denominations?  
a) \$20, \$50, \$100  
b) \$10, \$20, \$50  
c) \$5, \$50, \$100  
d) \$10, \$20, \$50

b 12) How many times should you count change when giving it to the customer?  
a) one  
b) two  
c) three  
d) no need to count

**Question & Answer:**

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? TEXAS ID, STATE ID/DR Lic. pas  
Military ID

15) How many \$20 bills are in a bank band? 100  
(Not sure)

## Interview Note Sheet

### Applicant Information

Name: <u>Shriguta Smith</u>	Interviewer: <u>Carrie P</u>
Date: <u>12/23/17</u>	Rate of Pay:
Position (s) Applied for: <u>Server Hostess / Server / Bartender</u>	Referred by: <u>Craig's List</u>

Test Scores						Seeking:
Server	/35	%	Bartender	/35	%	Full-Time
Prep Cook	/15	%	Barista	/15	%	Part-Time
Grill Cook	/40	%	Cashier	/15	%	
Dishwasher	/10	%	Housekeeping	/16	%	

### Relevant Experience & Summary of Strengths

Total of 10+ in Food Service/Hospitality

Dependable  
longevity  
trustworthy  
positive

P.O.S. Experience: Y / N details: \_\_\_\_\_

### Transportation

<input checked="" type="checkbox"/> Car	<input type="checkbox"/> Public Transit	<input type="checkbox"/> Carpool ( Rider / Driver )
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### Regions Available to work:

SF City	SF North	SF Peninsula	East Bay	Outer East Bay
San Jose	South San Jose		SJ Peninsula	<u>North</u>

### Certifications (if any)

TIPS	<input checked="" type="checkbox"/> Serv-Safe	LEAD	Other <u>TABC</u>	Will Submit
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### Availability

Open	AM only	PM only	Weekdays only	Weekends only
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### Details

Wheels

### Uniforms Owned:

Bistro	Black Bistro	Tuxedo	1/2 Tuxedo	Black Vest	Long Black Tie
Chef Coat	Chef Pants	Knives	<input checked="" type="checkbox"/> Black Pants	<input checked="" type="checkbox"/> Non-Slip Shoes	Other: _____

Would you recommend this applicant for Acrobat Academy?

Convention Candidate?

Other Languages Spoken: