

Arnett Hawkins

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OBJECTIVE

Seeking a position where I can utilize my work proficiencies

EDUCATION

Associate of Applied Science, Human Service
Baker College, Flint MI, G.P.A: 3.07

2006-2010

Certificate, Careers In Health
G.A.S.C. Skill Center, Flint MI – Employment Preparatory Courses

2004-2005

Courses

- Case Management I
- Assess, Record, Report
- Human Development II
- Cognitive Behavior Therapy

EMPLOYMENT

Macy and Bloomingdales
Sales Associate

2011-2013

Provided professional customer service

- Maintained replenishment of items and shipment
- Assisted customers with fragrance items
- Maintained store imageA
- Achieved personal set sales goals

Ponderosa Steakhouse
Cash Rep/ Server

2008-2011

- Met Sales goals
- Provided quality customer service
- Operated cash register
- Tabulated inventory information

HMS HOST/Larder at Tavern
Fast Food Attendant

2013-2016

- Profound knowledge of food items and beverages
- Assisting servers with expediting food items
- Suggestive selling to promote product
- Maintained customers

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
- 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
- B 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
- A 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

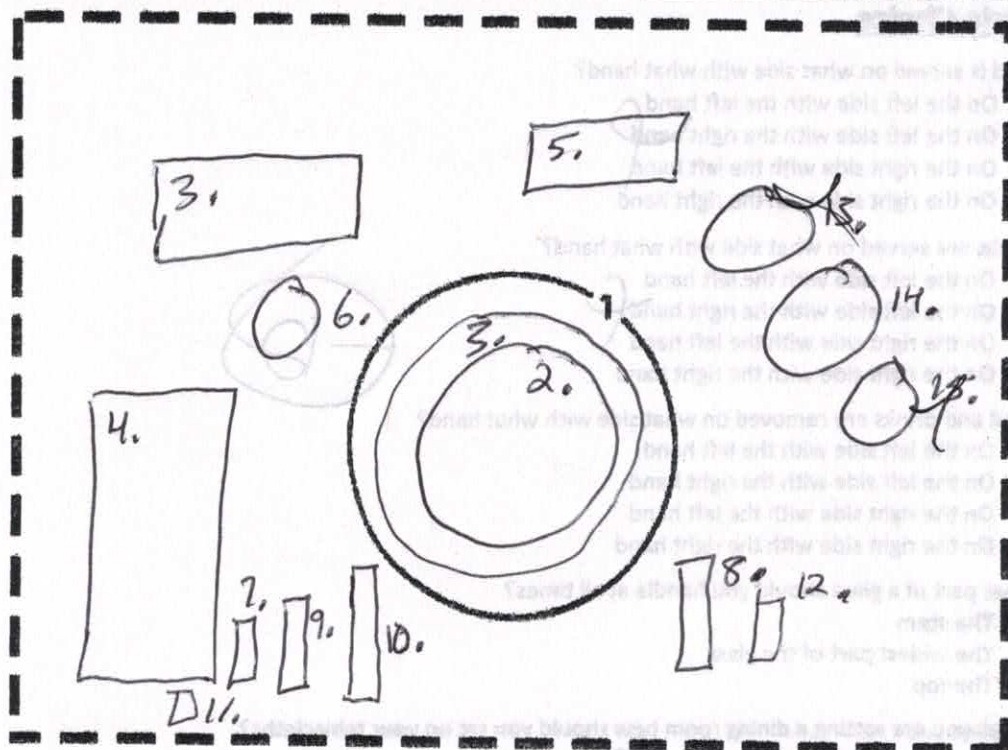
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>A</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>C</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>G</u> French Passing | D. Area for dirty dishware and glasses |
| <u>B</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>E</u> Corkscrew | F. Used to open bottles of wine |
| <u>F</u> Tray Jack | G. Style of dining in which the courses come out one at a time |

Name Arnett Hawkins

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 2 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? milk, cream and butter
- Synchronized service is when: ✓
- What is generally indicated on the name placard other than the name? Surname
- The Protein on a plate is typically served at what hour on the clock? 2pm
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Give list of Gluten Free or Veggie options