

Arnett Hawkins

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OBJECTIVE

Seeking a position where I can utilize my work proficiencies

EDUCATION

Associate of Applied Science, Human Service

2006-2010

Baker College, Flint MI, G.P.A: 3.07

Certificate, Careers In Health

2004-2005

G.A.S.C. Skill Center, Flint MI – Employment Preparatory Courses

Courses

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

EMPLOYMENT

Macy and Bloomingdales

2011-2013

Sales Associate

Provided professional customer service

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

Ponderosa Steakhouse

2008-2011

Cash Rep/ Server

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

HMS HOST/Larder at Tavern

2013-2016

Fast Food Attendant

- Profound knowledge of food items and beverages
- Assisting servers with expediting food items
- Suggestive sailing 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 table
 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 dinning 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 Queen Mary

C Chaffing Dish

G French Passing

B Russian Service

E Corkscrew

E Tray Jack

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

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)

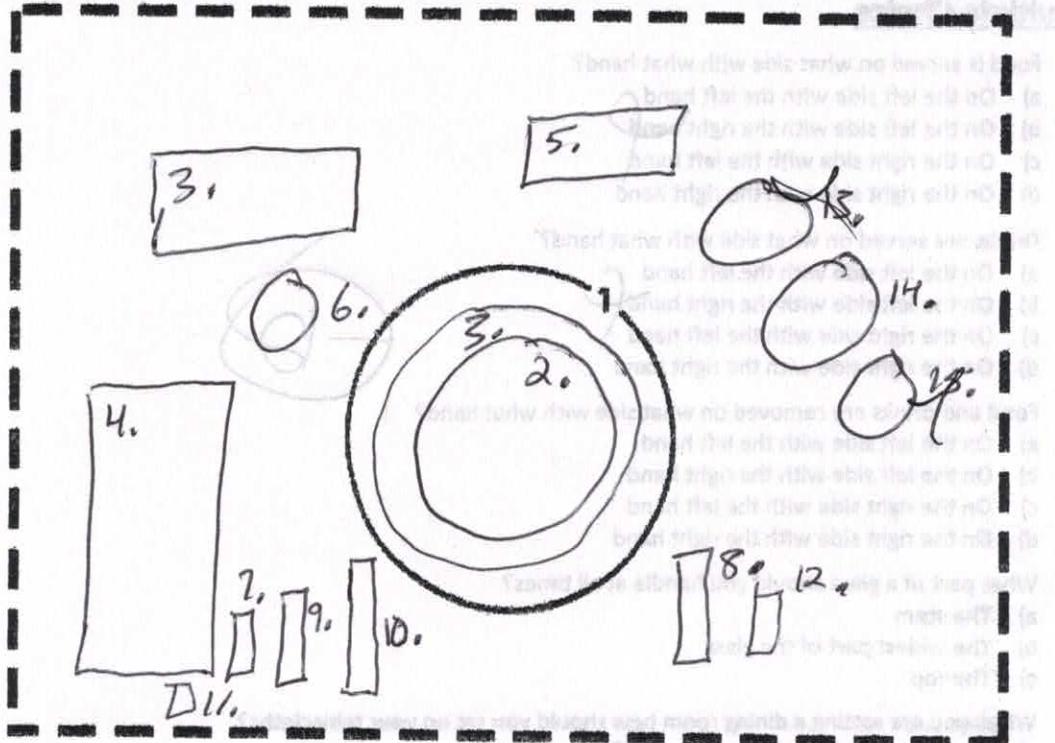
C. Used to hold a large tray on the dining floor

D. Area for dirty dishware and glasses

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

F. Used to open bottles of wine

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



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 2 inches inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? milk cream and butter
3. Synchronized service is when: 4
4. What is generally indicated on the name placard other than the name? Surname
5. The Protein on a plate is typically served at what hour on the clock? 2pm
6. 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