

**DWIGHT TAYLOR**  
(916) 470-6164  
email: [dtaylorcarter@gmail.com](mailto:dtaylorcarter@gmail.com)

**PROFILE:**

A driven and confident professional in the customer service industry offering an exceptional teamwork spirit and positive attitude. Excellent organization and planning skills with keen insight into customer perspectives and goals. Experience in cash handling , software programs ( Word , Final cut , Adobe products ) loss prevention , and security.

**EMPLOYMENT HISTORY:**

**REEL Security , Los Angeles , CA 11/2016 - Present**

- Ensure safety of Cast and Crew on production sets
- Patrol

**ABA Event Security , COMIC-CON , San Diego , CA 07/2016**

- Check all individuals and belongings
- Direct Foot traffic
- Theater Patrol
- CCTV

**Security Officer , InterCon Security , Sacramento , CA 02/2016 - 06/2016**

- DAR Reports
- Patrolling
- CCTV

**Theater Operations, Sundance Film Festival, Park City , Utah 01/2016 - 02/2016**

- Greet guest upon arrival
- Check bags and badges
- Guard rear entry (For Celebrity arrivals)
- Check guest into rooms and information desk ( Sundance Resort Hotel)

**Senior Portrait Photographer , Prestige Photography , Elk Grove, CA 05/2015 - 08/2015**

- Photographer
- Photo Editor

**ISA Security , Harkham Hillel Academy , Beverly Hills , CA 12/2014 - 05/2015**

- Observe and Report
- Perimeter Check
- Monitor CCTV
- Ensure safety of students , faculty , staff , and property
- Daily Activity Reports

**Film and Media , Sacramento City College , Sacramento , CA 05/2011 - 12/2014**

- Production and Editing
- Social Media Organization

**Customer Service / Loss Prevention , Best Buy , Sacramento , CA 09/2012 - 08/2013**

- Greeter



- Customer Service
- Cash handling
- Loss Prevention

**Concession Clerk , Regal Entertainment Group , Sacramento , CA 03/2010 - 05/2011**

- High cash transaction and Box office
- Janitorial duties

**Sales Associate , F.Y.E ( For Your Entertainment ) , Sacramento , CA 10/2009 - 01/2010**

- Inventory
- Cash transactions
- Store promoter and Greeter

**Floor Sales , American Eagle Outfitters , Sacramento , CA 10/2008 - 01/2009**

- Greeted and assisted customer with purchases
- Shipping , receiving , and packaging

**Box Office / Concession , Century Theaters , Sacramento , CA 04/2008 - 08/2008**

- Box office transactions
- Suggestive selling and minor janitorial duties

**Cafe Associate , Sam's Club , Sacramento , CA 09/2007 - 06/2008**

- Prepared foods
- Inventory and Stock
- Loss Prevention

**Host , Spencers' for Steaks and Chops , Houston , TX 05/2006 - 10/2006**

- Greeted and seated guest as they arrive
- Conducted team meetings
- Maintain positive rotation among family of employees

**Cashier , Hollywood Video , Grandview , MO 04/2005 -08/2005**

- Cashier
- Greet customers
- Video Rental inventory

**Greeter , Midwest Hotel , Kansas City , MO 06/2003 - 08/2003**

- Greet guest upon arrival
- Janitorial work

#### **EDUCATION:**

**Associates of Arts , Administration of Justice , CA Spring 2016**

**Certifications: GUARD CARD. CPR Certification (AED)**

#### **REFERENCES:**

**Upon Request**



**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

C 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

C 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

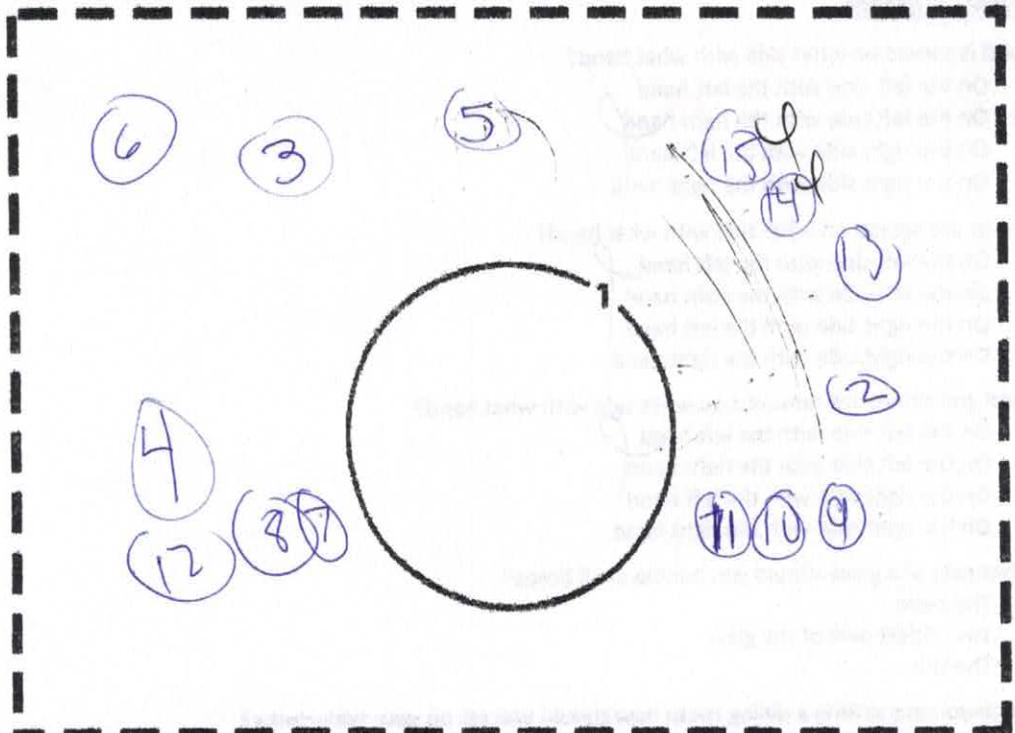
D 6) If you bring the wrong entrée to a guest what should you do?  
 a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn  
 b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served  
 c) Try to 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  
E Queen Mary  
A Chaffing Dish  
B French Passing  
G Russian Service  
F Corkscrew  
C 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

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.
2. Coffee and Tea service should be accompanied by what extras? SUGAR, VERM
3. Synchronized service is when: EVERYTHING IS COMING AT THE SAME TIME.
4. What is generally indicated on the name placard other than the name? A NUMBER OR ORGANIZATION
5. The Protein on a plate is typically served at what hour on the clock? 5
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
LET THE KITCHEN KNOW