

**Elizabeth (Betsy) Brown**

betsybca@hotmail.com

(619) 346-2888

**Pro-active, resourceful and energetic business manager, strategic planner, account buyer and business leader with over 20 years of experience.**

## **SKILLS**

- Proficient in MS Office product including Word, Excel, Outlook and HomeBase software.
- Familiarity with Constant Contact, Adobe Acrobat Professional, Windows Operating Systems (Win7, Win8, and Win10), Software: Booker, Intuit Pro-Series, Volunteer Local, and PayPal.
- Knowledgeable of key inventory performance drivers and metrics, turns and margin contributions.
- Excellent critical thinking and analytical skills.
- Detail oriented with strong communication skills.
- Strong networking and public relations expertise.

## **PROFESSIONAL EXPERIENCE**

### **Elizabeth Brown Books and Collectibles**

2002 to Present

#### ***Business Owner and Consultant***

- Expertise in determining trends in the publishing and bookselling market space.
- Utilize industry and market knowledge to procure product for resale in a dynamic environment.
- Research, create and maintain competitive resale inventory catalog critical to organizational success.
- Actively engaged in outreach to develop relationships that advance business presence.

### **Adams Avenue Bookstore**

1992 – 1995 / 2007 – 2016

#### ***Book Seller/Operations Coordinator***

- Established organizational structure, internal controls and marketing plans to support and extend future growth.
- Managed sales and purchase of new, used, and antiquarian books for in-store and internet resale.
- Primary purchasing agent for both current and critical core backlist inventory.
- Instituted and managed special order program to expand store services and community outreach.
- Successfully streamlined and administered two major store infrastructure projects.
- Instrumental in advancing online social media presence and delivery of online monthly newsletter.

### **American Society of Civil Engineers – San Diego**

2014 – 2015

#### ***Association Manager***

- Performed general administrative and accounting duties as related to day-to-day operations.
- Organized presentation information and logistics, membership reservations and facilities booking for membership monthly luncheon seminars.
- Facilitated the annual awards event with the Awards Event Chairperson and Committee.
- Coordinated information with Board of Directors at local, regional and National levels to prepare and distribute monthly e-newsletter.

Name ELIZABETH (BETSY) BROWN

**Servers Test**

Score 29/35

**Multiple Choice**

Mon  
10 AM

- A 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
- 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
- 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**

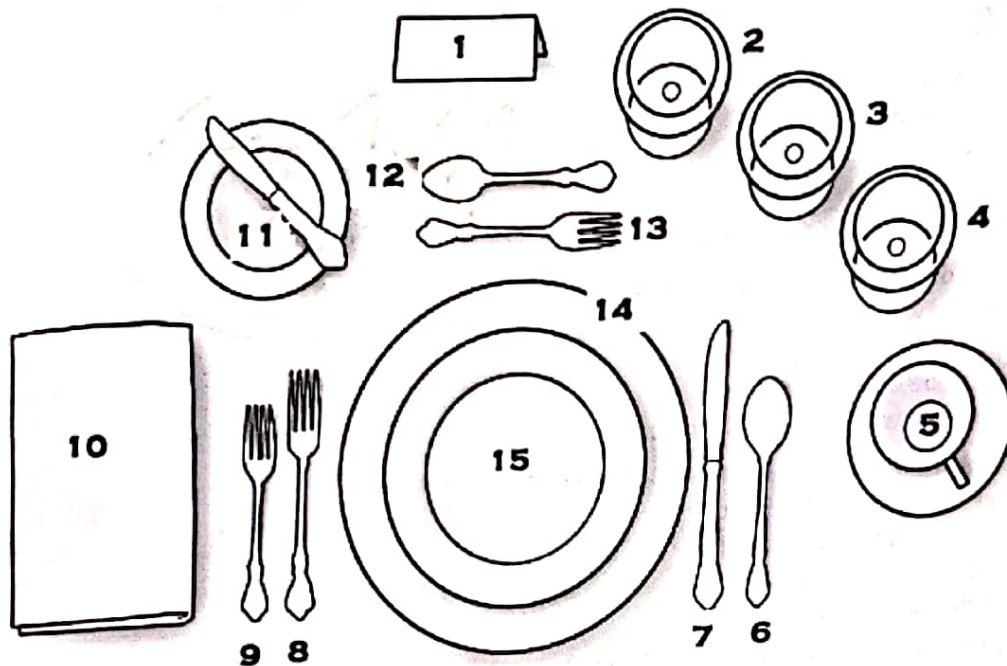
- |                          |  |
|--------------------------|--|
| <u>D</u> Scullery        | <del>A.</del> Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</u> Queen Mary      | <del>B.</del> Style of service where food is prepared or served individually at the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



Name Elizabeth  
Betsy Brown

**Servers Test**

Score / 3



**Match the Number to the Correct Vocabulary**

- |           |                       |           |                              |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin                | <u>8</u>  | Dinner Fork                  |
| <u>11</u> | Bread Plate and Knife | <u>5</u>  | Tea or Coffee Cup and Saucer |
| <u>1</u>  | Name Place Card       | <u>7</u>  | Dinner Knife                 |
| <u>6</u>  | Teaspoon              | <u>3</u>  | Wine Glass (Red)             |
| <u>13</u> | Dessert Fork          | <u>9</u>  | Salad Fork                   |
| <u>6</u>  | Soup Spoon            | <u>14</u> | Service Plate                |
| <u>15</u> | Salad Plate           | <u>4</u>  | Wine Glass (White)           |
| <u>2</u>  | Water Glass           |           |                              |

**Fill in the Blank**

- The utensils are placed 2" inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream & sugar
- Synchronized service is when: everyone is served simultaneously
- What is generally indicated on the name placard other than the name? Company
- The Protein on a plate is typically served at what hour on the clock? 10 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
tell the kitchen