

# Chaz Robinson

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## PROFESSIONAL STATEMENT & OBJECTIVE

I'm a driven and enthusiastic communications professional that obtains strong interpersonal and customer service skills to engage and maintain customer relations. Experience in facilitating support services and management. My objective is to work in an environment where my skills can be utilized to promote and progress the workforce in every aspect I encompass.

## EDUCATION

**CSU Northridge**, Northridge CA

Business Marketing Major- Graduated Spring 2014

**Mark Russ Financial Training**- Woodland Hills, CA Approved by CA Department of P&C Insurance. Licensed

## EMPLOYMENT/EXPERIENCE

**UCLA Health- LA, CA- Admin. Support Specialist III**

(08/2016-Present)

- ◆ As the frontline of various health care clinics provide excellent customer service checking patients in/out of clinic, scheduling appt., managing physician schedules, submitting and tracking insurance authorizations as well as clinic staffing and service observations.

**Denny's Restaurant, Reseda, CA – Food Server (D/N Shift)**

(05/2016-08/2016)

- ◆ Provide excellent customer service as well as carrying out a variety of responsibilities/transactions such as welcoming and greeting customer, taking orders, serving in quick and orderly fashion as well as tending to all dinning needs. Duties also included processing all payment transactions, keeping a positive cash drawer.

**MARKETING AGENT – RED LABEL INC. LOS ANGELES, CA**

(11/2014-05/2016)

- ◆ Lead agent for marketing and promotions firm

- ◆ Details include consulting with clientele to organize accounts and portfolio; developing product exposure and content promotion, structure a marketing strategy and oversea representative production.

**The Federal Bar & Restaruante LOS ANGELES , CA**

(12/2013-11/2014)

- ◆ Host/Food Server/ Bartender-Responsibilities included tending to all customers dinning needs.

**24HR HOME CARE, LOS ANGELES, CA**

(03/2011-08/2014)

- ◆ Employed as daytime/overnight CNA/Caregiver delivering high quality care to elderly and disabled patients. Responsibilities included assistance with basic needs, taking vitals, serving meals, assisting with medical equipment and medical procedures. Frequently assigned to hospitalized patients undergoing rehabilitation, and various types of therapy.



**LA'S BEST ENRICHMENT PROGRAM -LOS ANGELES, CA**

(06/2010-05/2011)

- ◆ Site staff substitutes coach/teacher working at Plummer and Lassen Elementary in North Hills, CA under Patricia Cornejo. I facilitated an education environment and homework assistance, life enrichment, encouraged peer-to-peer interaction to develop socialization, leadership and recreation for groups of 15-20 students.

**SKILLS / ACTIVITIES**

- ◆ Project management skills and team players with leadership qualities. Highly adaptable to work environment
- ◆ Proficient in Microsoft Word, Excel, PowerPoint, Yardi



Multiple Choice

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

A

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

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

E 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)

A Chaffing Dish

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

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

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

F Corkscrew

F. Used to open bottles of wine

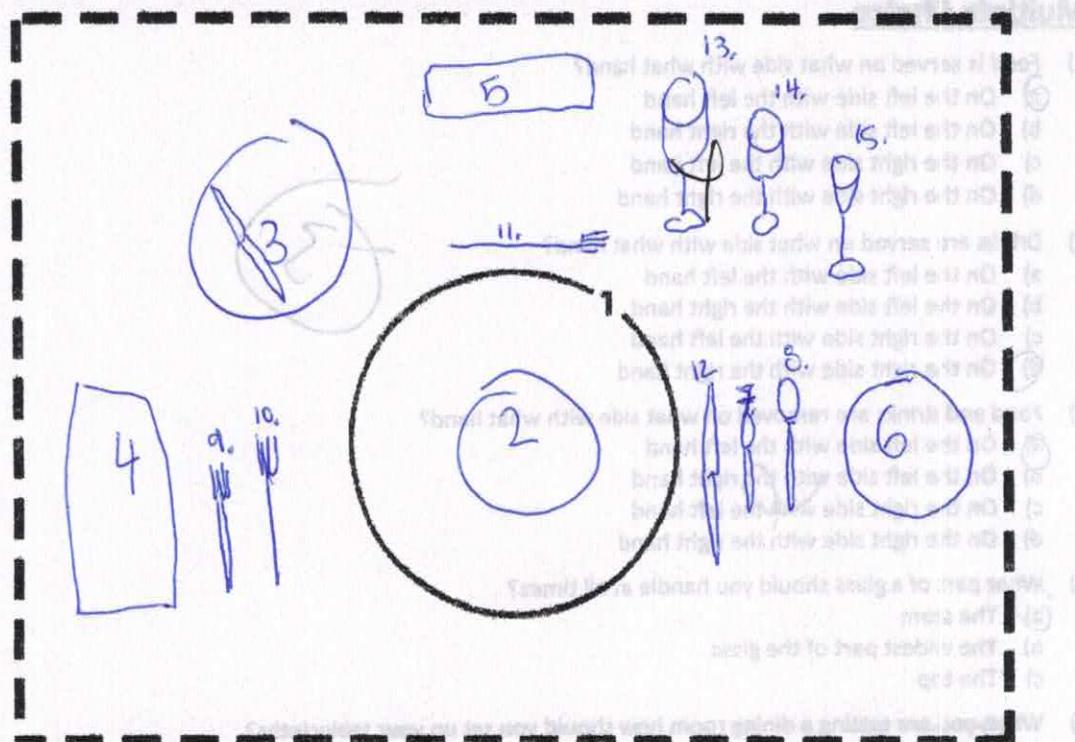
C Tray Jack

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
2. Salad Plate
3. Bread Plate & Knife
4. Napkin
5. Name Place Card
6. Tea/Coffee Cup & Saucer
7. Teaspoon
8. Soup Spoon
9. Salad Fork
10. Dinner Fork
11. Dessert Fork
12. Dinner Knife
13. Water Glass
14. Red Wine Glass
15. White Wine Glass

**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? \_\_\_\_\_ cream, sugar

3. Synchronized service is when: \_\_\_\_\_ everything is in unison.

4. What is generally indicated on the name placard other than the name? \_\_\_\_\_ 4

5. The Protein on a plate is typically served at what hour on the clock? \_\_\_\_\_ 6<sup>th</sup>

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

\_\_\_\_\_ inform the expediter that you need a different entree