

Diane Kessler

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Work Experience

March 2016-Current

Personal Assistant **Dance Floor Now and Dance Floor Now Kids Los Angeles CA**

Main Duties performed:

Help with day to day task and errands. Answer all business hour phone calls and respond to emails. Coordinate class times with numerous studios. Collect payment from studios and students. Run social media platforms. Assist with costume ideas and set designs for performances. Research performance opportunities for students. Assist dance teachers in hiphop, ballet, jazz and stretching classes.

March 2017- Jan 2018

Cocktail server/server **Cerveteca Los Angeles**

Main duties performed.

Answering phone line. Taking drink orders. Recommending drinks based on customer's requests. Bring out drinks and appetizers. Collect bills. Wipe down tables. Input togo phone orders. Bag togo orders and make sure all items are present in bag.

Jan 2015 – Present

Data Entry/ Administrator Assistant **AMW GROUP Los Angeles CA**

Main duties performed:

Being the first point of contact for data-related queries

Dealing with customers and clients via email and telephone

Manual entering and verification of client bookings. Assisting agents in meetings

Data input and manipulation in Excel spreadsheets and Access databases

Proofreading contracts. Going over contracts with clients

March 2012 – Dec 2014

Receptionist **Trio Talent Agency Hollywood CA**

Main duties performed:

Maintain reception area and front lobby. Notify agents when guests have arrived

Greeting and responding to visitors and clients in person and over the telephone

Served as point of contact for vendors. Maintaining agency incoming emails

Replying to agency submission requests. Make copies, sent faxes and accepted detailed messages at 100 words or more. Transcribed meetings with clients

Skills

Excellent data entry skills (for both accuracy and speed); Professional typing skills (77 wpm – with 98% accuracy) Attention to detail without compromising the tasks' speed and performance. Excellent IT skills and hands-on knowledge of spreadsheets and databases. Perseverant and patient when dealing with repetitive task

References

Taisha Clark (professional) 818-445-8264, Nicole Johnston (professional) 310-990-7293, Lisa Medford (personal)
310-463-5779

Name Diane

Servers Test

Score / 35

Multiple Choice

2 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

2 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

2 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 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

E Scullery

Q Queen Mary

C Chaffing Dish

F French Passing

R Russian Service

C Corkscrew

T 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

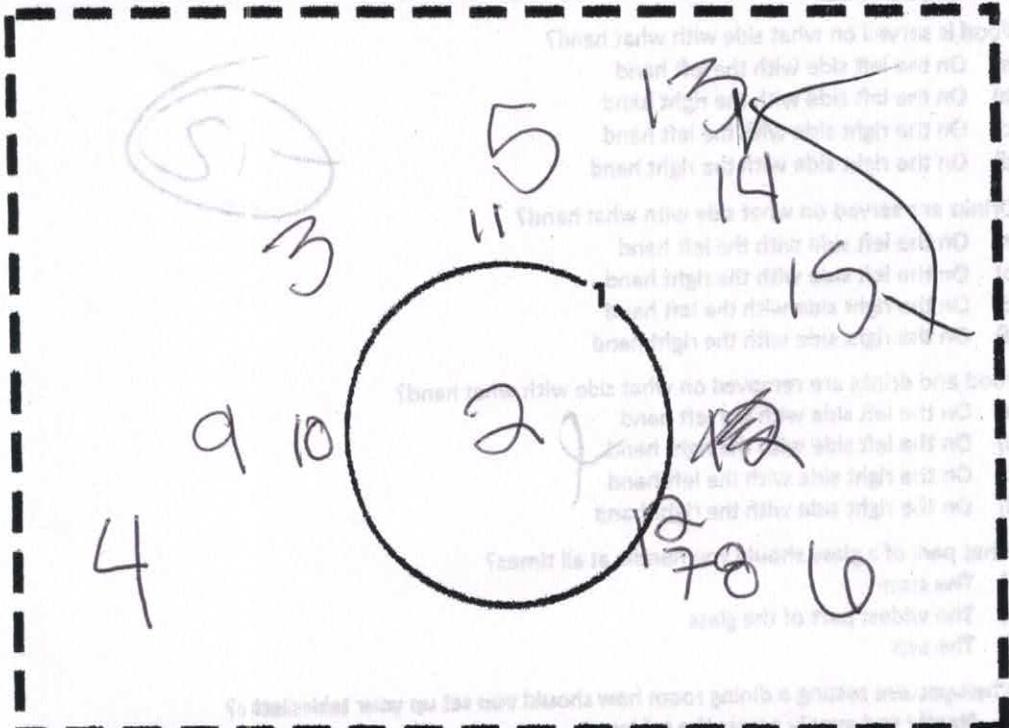
F. Used to open bottles of wine

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

Name Diane

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 and milk
3. Synchronized service is when: at the same time
4. What is generally indicated on the name placard other than the name? initials
5. The Protein on a plate is typically served at what hour on the clock? 12
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Ask if they have any allergies.