

Cecil McGee

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SKILLS:

- Over six years restaurant and professional kitchen experience
- Driven and punctual leader with a passion for providing outstanding customer service
- Familiar and confident with various restaurant POS platforms
- Extensive knowledge of mobile delivery apps and GPS on IOS, Chrome and android systems
- Ability to prioritize and manage time in fast paced environments

EMPLOYMENT HISTORY:

New Employee Orientation Leader DoorDash, Los Angeles, CA

April 2017 – Present

- Give new employees overview and specialized training in delivery, logistics, software, and customer service
- Provide new employees skills to enhance performance and customer service skills
- Recognized for providing consistent outstanding customer service experience\

Delivery Sales/Route Driver Coordinator Postmates, Los Angeles, CA

May 2017 – Present

- Quickly process and oversee incoming delivery orders with efficiency and accuracy
- Coordinate orders with multiple restaurants to ensure quality and accuracy of orders
- Collaborate with management to communicate customer concerns and requests
- Provide consistently excellent customer service and manage own schedule as independent contractor

Restaurant Associate & Server Pizza Hut, Fairfield, TX

September 2013 – March 2014

- Manage implementation of upgraded POS and delivery software, resulting in enhanced customer experience and more efficient, streamlined ordering process
- Oversee all restaurant customer service activities including online, in-person, and delivery orders
- Assist kitchen staff in food preparation and general kitchen maintenance and cleanliness
- Ensure all kitchen equipment such as freezers, ovens, and refrigerators are properly functioning

Restaurant Server Gilberto's Fine Mexican Restaurant, Hollywood, CA

Feb 2009 - May 2011

- Full time server
- Customer service
- Assisted Kitchen staff with various BOH duties
- Bartender
- Creating Specialty Cocktails

EDUCATION AND PROFESSIONAL DEVELOPMENT:

National Bartending Institute, North Hollywood, CA

Sept 2010

- Bartending Certificate

Baylor University, Waco TX Bachelor's Degree in Psychotherapy

Sept 1993 - Aug 1997

Cashier Test

Score / 15

b 1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

A 2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

d 3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

C 4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

C 5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

6) What is the current sales tax rate in your city

8.75% - going up to 9.25

C 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

b 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

d 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

A 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

Cashier Test

Score / 15

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases?

21

14) What are the acceptable forms of ID for alcohol purchases?

ID Drivers Licence
PASS Port

15) How many \$20 bills are in a bank band?

5

Multiple Choice

- d 1) Food is served on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- d 2) Drinks are served on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- A 3) Food and drinks are removed on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- b 4) What part of a glass should you handle at all times?
- The stem
 - The widest part of the glass
 - The top
- d 5) When you are setting a dining room how should you set up your tablecloths?
- Neatly and evenly across the tables
 - The creases should all be going in the same directions
 - The chairs should be centered and gently touching the table cloth
 - All of the above
- d 6) If you bring the wrong entrée to a guest what should you do?
- Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 - Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
 - Try to convince the guests to eat what you brought them
 - Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

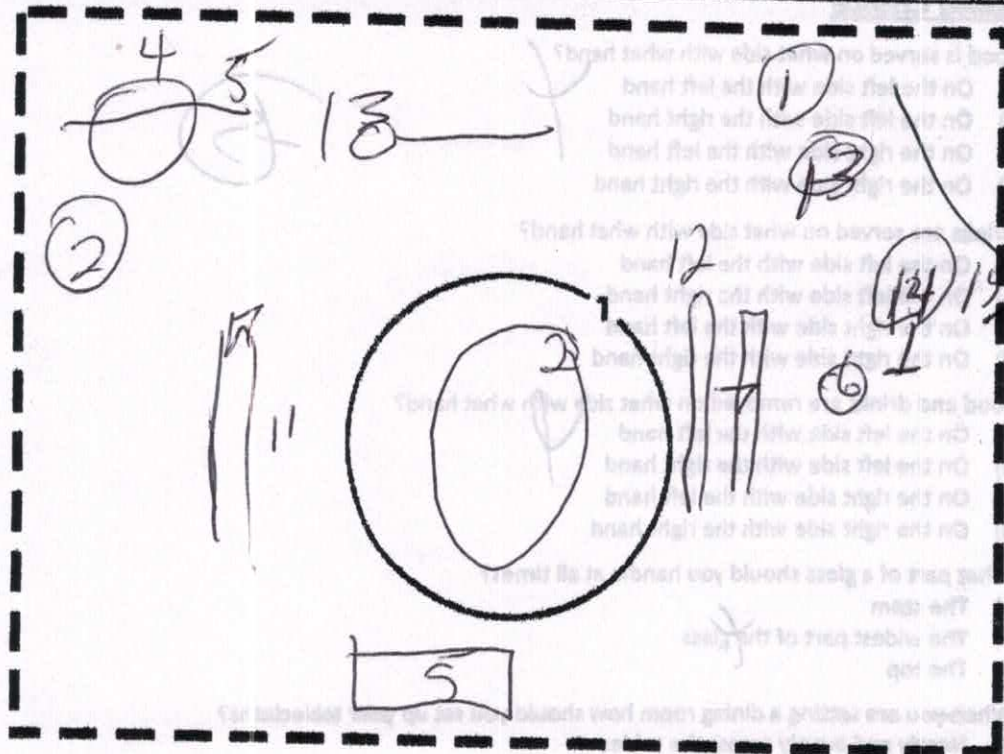
Match the Correct Vocabulary

- | | |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>b</u> 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) |
| <u>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>b</u> French Passing | D. Area for dirty dishware and glasses |
| <u>GB</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F. 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 Cecil McBee

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

- The utensils are placed 4 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, Lemon, water
- Synchronized service is when: French
- What is generally indicated on the name placard other than the name? Group of attendance
- The Protein on a plate is typically served at what hour on the clock? 4
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
notify the kitchen staff