

Fawn Richardson

Cell: 256-343-2601 • trinity3340@gmail.com • Azusa, CA

Summary:

Seeking long term employment opportunities in Southern California that allows me to demonstrate and utilize my strong customer service, hospitality and communication skills.

Employment History:

Redmont Hotel, Birmingham, AL

Server/ In-Room Dining Associate

The Redmont Hotel is the oldest hotel in downtown Birmingham, AL, has been recently restored and is moments away from The Renaissance District, a vital source of downtown entertainment.

- Served customers who dined at hotel restaurant
- Responsible for quickly delivering room service requests to guests throughout the hotel
- Set up layout in the evening to help morning staff be successful, including brunch buffets

Jimmy John's, Birmingham, AL

Sandwich Maker

Jimmy John's is a franchised sandwich chain that specializes in delivery.

- Prepared and handled food orders
- Handled cash and debit/credit card transactions for customer payments

Topgolf, Birmingham, AL

Bay Host/Event Ambassador

Topgolf is a premier entertainment venue with a high-tech driving range & upscale lounge with drinks & games.

- Provided food and beverage services to patrons
- Handled cash and debit/credit card transactions for customer payments
- Managed large group/party reservations, event set up, and made sure food/drink packages were properly fulfilled

Taco Mayo, OK

Cashier/ Food Preparer

05/16 – 12/17

Taco Mayo is a Tex-Mex fast food chain based in Oklahoma City, OK.

- Handled cash and debit/credit card transactions for customer payments
- Prepared food orders

Assist Wireless, Tulsa, OK

Revenue Field Agent

06/15 – 10/15

Assist Wireless provides affordable Lifeline phone services for individuals and families who qualify for government assistance, and is one of the fastest growing wireless providers targeting the credit-challenged consumer demographic.

- Responsible for presenting available services to new and existing customers, providing cost estimates, and negotiating new contracts based on economic value and need
- Maintained customer database by responding to inquiries and resolving customer grievances
- Assisted with developing and maintaining company performance standards

Simmon's Foods, Southwest City, MO
Factory Assembler

06/14 – 03/15

Simmons Foods and its affiliates are suppliers of poultry, pet, and animal nutrition products

- Laid out and located structural components, determined assembly and installation sequences, and performed finishing operations
- Notified designated personnel of improper machine functioning
- Kept pace with repetitive work, including regular heavy lifting

Stage Stores, Inc., Grove, OK
Clinique Counter Manager Assembler

05/14 – 07/14

Stage Stores is a department store company specializing in retailing brand name apparel, accessories, cosmetics, footwear, and housewares.

- Responsible for setting appointments, and upselling customized product packages based on new and existing customer's needs
- Educated customer on products and responded to product inquiries
- Explained contracts and related documents to customers interested in long term product renewal subscriptions

Education:

Cameron University: Bachelor's in Communications & Public Relations

Additional Skills and Activities:

- Account management
- Direct sales and marketing
- Event planning
- Machine operations
- Manufacturing and packaging

Multiple Choice

D 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

A 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 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

D Queen Mary

A Chaffing Dish

G French Press

B Russian Service

F Cerviscrew

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 chafing unit for prepared food to be held or for dirty trays to be stored

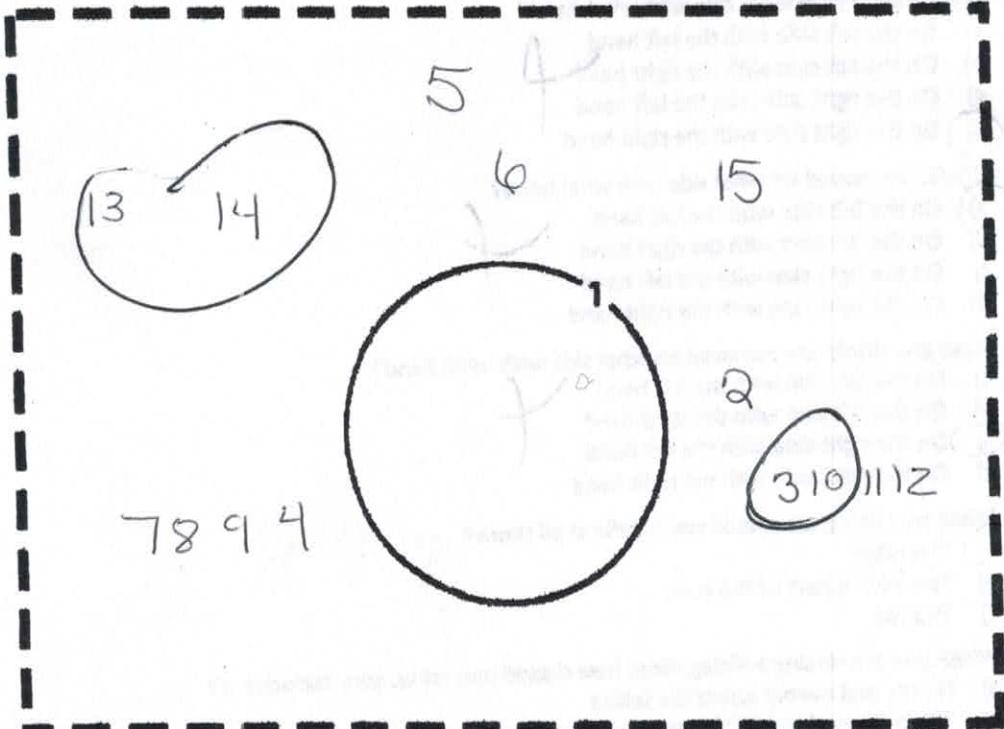
F. Used to open bottles of wine

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

Name Fawn Richardson

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 2 4 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar, cream, milk
3. Synchronized service is when: together or conducted at same time
4. What is generally indicated on the name placard other than the name? sitting place
5. The Protein on a plate is typically served at what hour on the clock? 4 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Talk to Chef make sure we can accommodate them.