

# Elisa Susana Toral-Agreda (Susie)

Email: [susanatoral134@hotmail.com](mailto:susanatoral134@hotmail.com) Phone: (214)995-7286

## **Objective:**

To acquire a professional position in Revenue Management, Human Resources, Sales or Customer Service that will allow me to contribute to the proficiency of the company and personal improvement.

## **Education:**

2009- May 2012 University of North Texas Denton, Texas

**Bachelor's Degree in Hospitality Management**

2006-2008 Dallas County Community Colleges Dallas, Texas

**Associates of Arts Degree**

## **Work Experience:**

May 2014-Present

IB Communication Skills

Dallas, Texas

**Speaker/Instructor**

- Teach Spanish Workshops on stress management, conflict resolution, interviewing skills, resume writing skills and ESL classes for the Hispanic workforce.

May 2012- Dec2012

Crowne Plaza Dallas Downtown

Dallas, Texas

**Human Resources Coordinator /PBX/ Guest Services Rep.**

- Organized and monitored employee records
- Edited and translated disciplinary write ups, warnings and employee improvement plans.
- Taught mandatory 6 hr. training IHG ONE STEP AHEAD employee workshop in Spanish. (Brand Refreshing orientation for Crowne Plaza Hotels).
- Assisted Human Resources Director, Owner, Revenue Manager, Front Office Manager, Front Office Manager, General Manager, Chef and Banquets Manager in DAILY operation routines.
- Purchase orders for office supplies
- Basic interviewing, phone screenings, background checks, drug testing, insurance, DART benefits, reviewed new hire packages and handbook with new employees, basic employee tours and orientation.
- PBX, front office, lateral service, great team work attitude.

July 2010-May2012

Holiday Inn DFW Airport South

Fort Worth, Texas

Dec 2006-Jan 2009

West Moreland Dental

Dallas, Texas

**Front Desk and Treatment Consultant/Translator.**

- Answered phones, made and confirmed approximately 35 appointments daily.
- Organized patient's records, Generated weekly purchase orders
- Verified and informed treatment plans to Spanish speaking patients as well as prices
- Charge out, verified Chip, Medicaid and all other patient insurance benefits

## **Summary of qualifications:**

Have **eight** years of experience in the Hospitality business; customer service professional, Bilingual(Span-Eng) Good listener, fast learner, team player, ability to remain calm in a fast paced environment, proficient in the use of OPERA, FOSSE word, internet explorer, power point, basic excel, outlook, webmail and access.

## **Professional associations:**

Member, Culinary student Association ECC Aug 2009-Present

## **Volunteer Experience and Interests**

2006-Present -Volunteer, Methodist Health System Dallas Texas

2006 to Present -Volunteer, Go Center, Academy of Irving ISD Irving, Texas

Interests or hobbies: Interior Design, Event Planning, folkloric Arts, Culinary Arts, Social Work, Psychology, Geology, Nursing.

**Servers Test**

good job!  
Hand icon

**Multiple Choice**

b 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

b 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  
e Queen Mary  
A Chaffing Dish  
b French Passing  
G ~~R~~ Russian Service  
f Corkscrew

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 din table (spec fast service)  
 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

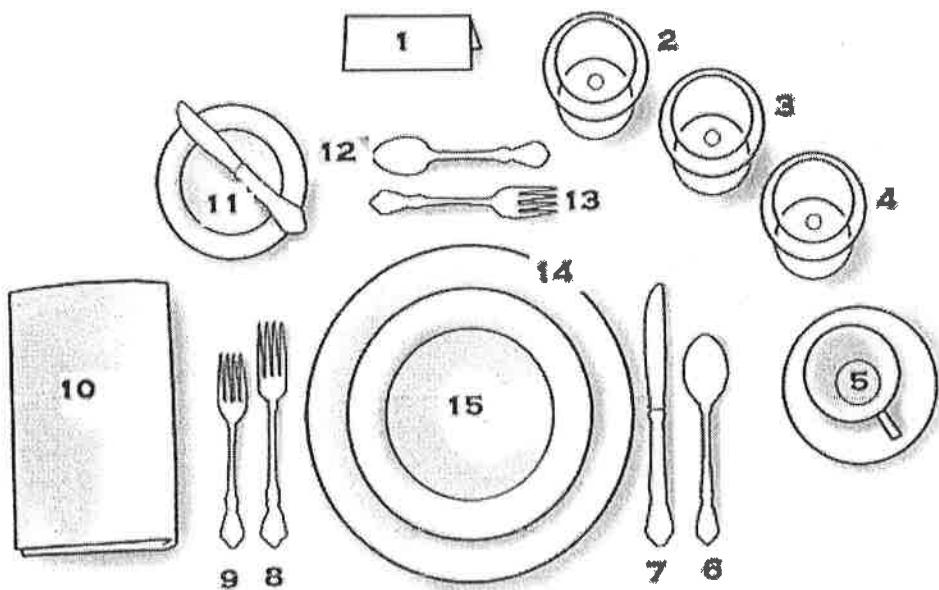
Name Elisa S. Tome

Score / 35

Tray

Jack

Servers Test



Name Elisa Tonel  
Score / 35

**Servers Test**

**Match the Number to the Correct Vocabulary**

|           |                       |           |                              |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin                | <u>2</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>12</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>3</u>  | Wine Glass (White)           |
| <u>4</u>  | Water Glass           |           |                              |

**Fill in the Blank**

1. The utensils are placed 2 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: a group of servers place food plates on table at the same time.
4. What is generally indicated on the name placard other than the name? table Number choice or menu.
5. The Protein on a plate is typically served at what hour on the clock? 6.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Notify the chef.