

Andrea Juárez  
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## EDUCATION

**University of Southern California** – Los Angeles, CA  
*SC Annenberg School of Communications, USC Dornsife College of Letters, Arts, and Sciences*

- Communications
- Linguistics

Cumulative GPA: 3.3  
Graduation date: May 2018

## WORK EXPERIENCE

**Vans** – Cabazon, CA

*Sales associate and stock associate*

- Greeted customers and assisted in making their shopping experience pleasant by fulfilling their wants and needs. Received shipments, stored goods, and filled merchandise and other materials on the sales floor.

May 2013 – December 2013

**Campus Cruiser** – Los Angeles, CA

*Driver*

- Responsible for greeting, picking up and dropping off USC students and staff within the Campus Cruiser boundaries.
- Know how to operate the automated dispatching system and ensure the safety of students.

February 2014 – May 2017

**USC Summer Conferences** – Los Angeles, CA

*Housing customer service representatives*

- Able to work with a wide variety of people. Office skills such as answering phones, emails, data entry, etc.
- Responsible for any and all questions, comments or concerns made by any of the various residents.

May 2014 – August 2014

**The Lab Gastropub** – Los Angeles, CA

*Hostess*

- Monitored the open dining sections of the restaurant for empty and cleaned tables, estimated wait times for guests, and monitored the guest waiting list.
- Responsible for answering the telephone, booking reservations, and moving tables together to accommodate large parties.

August 2014 – December 2014

**Mr. WorldWide Catering** – Lake Elsinore, CA

*Catering Server*

- Assembled and delivered food and supplies for catered functions to scheduled locations; prepared hors d'oeuvres, sandwiches, deli platters, and salads.
- Set up buffet tables, and food, beverage, and service items; ensured food items had identifiers or menus; kept display equipment, buffets, and tables clean and free of debris.
- Quickly served customer food and beverages, and followed up with customers to ensure satisfaction or resolve issues.
- Cleaned and packed unused food dishes, utensils, and equipment for removal back to kitchen.

August 2016 – August 2017

## INTERNSHIPS

**O2 Max Fitness** – Santa Monica, CA

*Lead for company's PR, Blog, Social Media, and Communications*

- Developed PR pitches regularly and updated, monitored and created weekly sales goals and metrics through email marketing.
- Managed, engaged, and developed all of the company's social media channels: Twitter, Instagram, Facebook, and Wordpress.
- Managed and organized all content development for the company's blog. I also wrote many content pieces.

May 2015 – August 2015

**No Name Studio, G.O.O.D. Music** – North Hollywood, CA

*Runner*

- Greet and welcome artists that first come into the studio. As well as accommodate to any of their needs.
- Manage front office reception area by cleaning and organizing desk and visitor lobby and maintain logging books, including sign-in/out logs, front desk expenditures, and calls received.

November 2016 – January 2017

## VOLUNTEER ACTIVITIES

**Joint Educational Program**, John Adams Middle School - Los Angeles, CA

*Student volunteer, mentor, tutor*

- Assisted 6<sup>th</sup>-8<sup>th</sup> graders during an after-school program, providing homework help and tutorial program developments for individual students as needed. Oversaw material and equipment preparation for after school activities and maintained clean and neat facility appearance on a daily basis.

September 2014 – December 2014  
2 hours per week

## SPECIALIZED SKILLS

- Computers: proficient in Microsoft Office, PowerPoint, Excel, Adobe Photoshop, Adobe Creative Suite, Adobe Illustrator, InDesign, WordPress.
- Languages: Fluent in Spanish (passed the AP exam in high school with a 5)



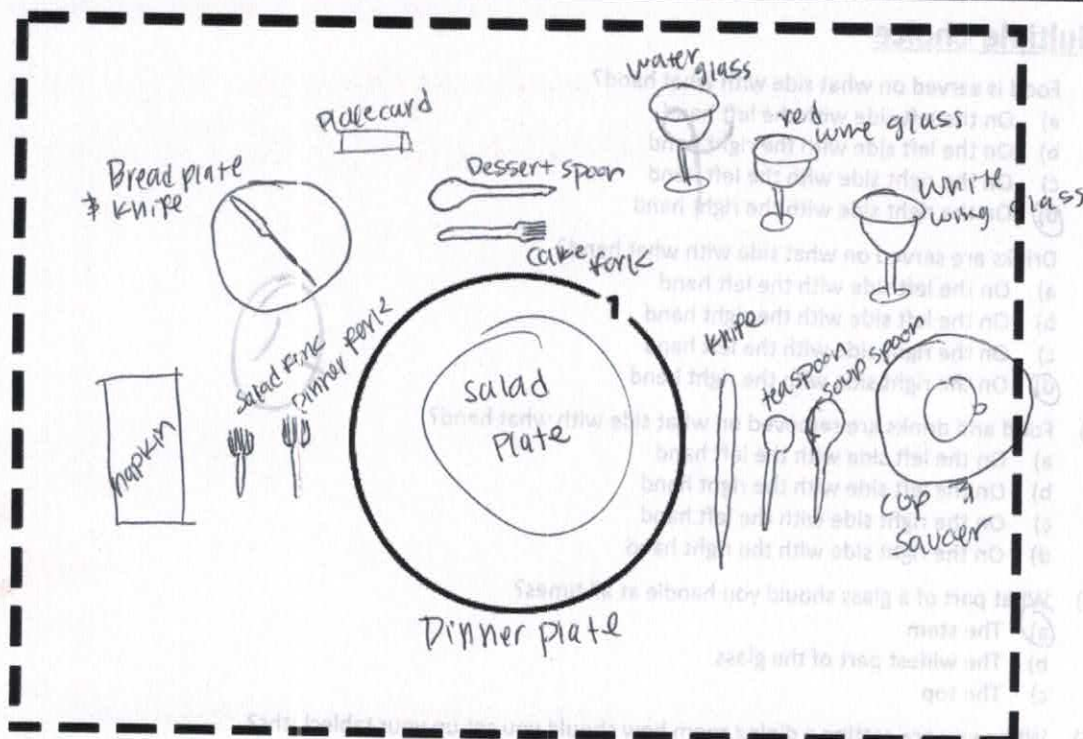


**Multiple Choice**

- 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
- D 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
- A 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>E</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>G</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  |



**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 1 inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream Sugar, Lemons
- Synchronized service is when: all tables are served at the same time & then cleared at the same time.
- What is generally indicated on the name placard other than the name? Position/Title and dietary restriction
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
let them know you'll be back in a moment & inform the head chef or catering captain of their need.