

D'ANGELO LECLAIR

3875 Cambridge st. apt 713
Las Vegas, LV 89119

(702) 619-5807

marquisdangelo@gmail.com

OBJECTIVE: Obtain a position that will give me the opportunity to utilize and showcase my outstanding sales, customer service, and administrative skills and abilities.

SUMMARY OF QUALIFICATIONS:

Possess superb administrative, sales, and customer service skills. A proven team player with an excellent work ethic. Excel when working in a fast paced environment, follow instructions effectively and always get the job done in a timely manner with the customer's satisfaction being of utmost importance. Task, goal and detail oriented with a fantastic can-do attitude!

WORK EXPERIENCE:

10/12 – Present *Waiter/Busser*, City Delicatessen

San Diego, CA

- Assist customers and other waiters with food/alcohol/refreshment orders.
- Maintain cleanliness of restaurant facility, including bussing tables, dining room sanitation and facility upkeep.
- Ensure sanitation requirements are maintained per health and state department regulations.

3/12 – 09/12 *Sales Advisor*, Smart Home Remodeling

San Diego, CA

- Utilizing excellent product knowledge, managed customer sales of home remodeling products.
- Prepared all administrative documents required for sales and customer service needs.
- Provided outstanding customer support to all new and existing clients.
- Maintained constant contact with client base to ensure projects were progressing and completed as scheduled.

01/11 – 02/12 *Banquet Services Representative*, Party Staff

San Diego, CA

- Provided host services to various clients and organization requiring banquet services and party rentals.
- Served as an Event Coordinator for various projects which included overseeing projects and working with clients to ensure all request were met.
- Organized the set-up and teardown of equipment for numerous special events.

11/08 – 12/10 *Promoter/Maintenance Tech*, Undisputed Fitness and Training

San Diego, CA

- Met with future clients to provide gym information for membership sales.
- Provided customer support to all patrons and promoted gyms services
- Ensured all exercise machines, dumbbells, and weights were properly stored and readily available for patrons.
- Maintained gym sanitation requirements and ensured the gym facility was clean and presentable.

EDUCATION:

12/11 United Education Institute (UEI), San Diego, CA
11/10 STRIVE / San Diego, Job Readiness, San Diego, CA
8/10 Grossmont College, San Diego, CA
7/10 San Diego City College

Business Office Administration
Certificate Received
Food Handler's Card

Name D'Angelo Leclair
Servers Test Score 27/35

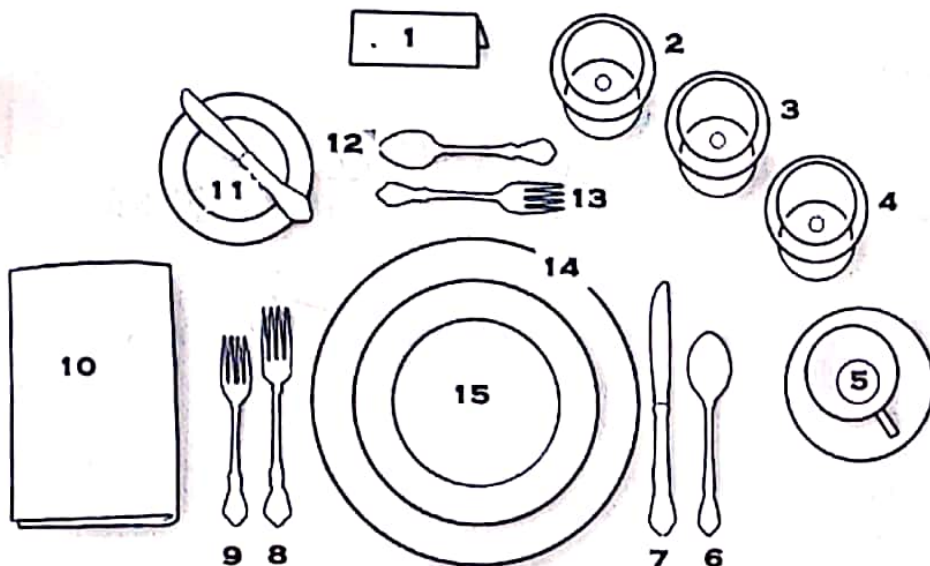
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Multiple Choice

- 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
- B. 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
- A. 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

- | | |
|---------------------------|--|
| <u>D.</u> Scullery | <u>A.</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E.</u> Queen Mary | <u>B.</u> 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 | <u>C.</u> Used to hold a large tray on the dining floor |
| <u>G.</u> French Passing | <u>D.</u> Area for dirty dishware and glasses |
| <u>B.</u> Russian Service | <u>E.</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F.</u> Corkscrew | <u>F.</u> Used to open bottles of wine |
| <u>C.</u> Tray Jack | <u>G.</u> Style of dining in which the courses come out one at a time |



Score / 35

Match the Number to the Correct Vocabulary

- 8. Dinner Fork
- 5. Tea or Coffee Cup and Saucer
- 7. Dinner Knife
- 3. Wine Glass (Red)
- 9. Salad Fork
- 14. Service Plate
- 2. Wine Glass (White)

- 10 Napkin
- 11 Bread Plate and Knife
- 1 Name Place Card
- 12 Teaspoon
- 13 Dessert Fork
- 6 Soup Spoon
- 15 Salad Plate
- 4 Water Glass

Fill in the Blank

1. The utensils are placed 8. inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Condiments Sugar Napphath etc.
3. Synchronized service is when: every thing comes in timely order Manner.
4. What is generally indicated on the name placard other than the name? _____
5. The Protein on a plate is typically served at what hour on the clock? _____
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Talk to chef.