

Enrique Jacobo

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Work Experience

USC Bookstore: Supplies Department	Los Angeles, CA
Assistant Buyer / Customer Service	Nov 2014 – May 2018
<ul style="list-style-type: none">Managed communication with various suppliers concerning routine and special ordersAuthorized and approved restricted product information for departmentSupervised and monitored new recruitsAllocated tasks independently to new recruitsProvided customer serviceAnswered phone calls on customer inquiriesCashier experience (4+ years)Worked in retail and stocked product on a daily basis	
USC Marshall Data Systems and Applications	Los Angeles, CA
Software Developer - Intern	Aug – Dec 2016
<ul style="list-style-type: none">Organized test cases to troubleshoot, identify and fix website interface errorsAuthored user guides for students and staff to comprehend the use of the USC Marshall application portal	
Santa Maria Parks and Recreation	Santa Maria, CA
Parks Employee	May 2016 – July 2016
<ul style="list-style-type: none">Occasionally lifted 40+ lbs of weight worth of woodchips to apply to playgroundsMild labor consisted of planting trees, fixing broken pipelines, and attaching fences to tennis courtsCleaned parks, levees and public grass areas	

Education

University of Southern California – Viterbi School of Engineering	
Bachelor of Science, Mechanical Engineering	May 2018

Organizations

USC Trojan Marching Band – Drumline Section Leader	Aug 2014 – Present
<ul style="list-style-type: none">Coordinated practices, social events, and paid gigs with band leadership and drummersRequired to be 24/7 on call for any last-minute gigs or events that need to be bookedOversaw recruitment and training of new and current drumline membersPerformed on shows such as the Ellen DeGeneres Show, Jimmy Fallon, James Corden, and more	
USC Aero Design Team	Jan 2016 – Dec 2017
<ul style="list-style-type: none">Constructed impact-absorbing airplane housing using light-weight materials for competition	

Skills

- Customer Service (in-person, emails, over-the-phone) / Microsoft Word / Microsoft Excel / Microsoft PowerPoint / Leadership (USC Drumline)

Interests

- Percussion, Piano, Guitar, Literature, Fitness, Vegetarian Cuisine

Enriqueta Jacobs

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Work Experience

Los Angeles, CA	USC Googleplex: Supplies Department
May 2014 - May 2018	Administrator \ Customer Service
	• Managed communication with vendors supplies procurement routine and special orders
	• Utilized and updated switching board information for department
	• Supervised and monitored new recruits
	• Allocated seats independently to new recruits
	• Provided customer services
	• Answered phone calls on customer inquiries
	• Customer satisfaction (4+ stars)
	• Worked in lobby and answered phone calls on a daily basis
Los Angeles, CA	USC Writing Data Systems and Applications
Aug - Dec 2018	Software Developer - Intern
	• Utilized test cases of transcription, identity and fix mistakes in source code
	• Assisted user queries for students and tried to comprehend the use of the USC Writing
	• Application portion
	• Developed test cases to identify word of mistakes to be fix to abnormalities
	• Wrote report consisting of building tests, including previous mistakes, and attacking them to further code
Santa Maria, CA	Patha Enterprises
May 2018 - July 2019	Quality Manager and Researcher
	• Developed test cases to identify word of mistakes to be fix to abnormalities
	• Assisted user queries for students and tried to comprehend the use of the USC Writing
	• Application portion
	• Developed test cases to identify word of mistakes to be fix to abnormalities
	• Wrote report consisting of building tests, including previous mistakes, and attacking them to further code

Education

May 2018	Graduate of Science, Macaulay College University
	University of Science, California - Major: Science of Education

Organization

Aug 2014 - Present	USC Fellow Writing Board - University Section Leader
	• Coordinated tactics, local events, and paid gigs with panel leadership and drummers
	• Reached to be 543 on cell for only 100 minutes gigs to always be ready to be booked
	• Developed recruitment and training of new and current drumlines members
	• Performed on shows such as the Ellen DeGeneres Show, Jimmy Kimmel, Today, and more
Jan 2018 - Dec 2017	USC Arts Design Team
	• Consulted impact-appropriate options involving visual effects for collaboration

Skills

Microsoft Word \ PowerPoint \ Microsoft Word \ Microsoft Word \ Microsoft Excel \	Customer service (in-person, phone, email, over-the-phone) \ Microsoft Word \ Microsoft Excel
	• Microsoft Word \ PowerPoint \ Microsoft Word \ Microsoft Word \ Microsoft Excel

• Personalized Photo Collage, Photo Collage, Photo Collage, Photo Collage, Photo Collage	• Microsoft Word \ Microsoft Word \ Microsoft Word \ Microsoft Word \ Microsoft Word
	• Microsoft Word \ Microsoft Word \ Microsoft Word \ Microsoft Word \ Microsoft Word

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

b 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

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

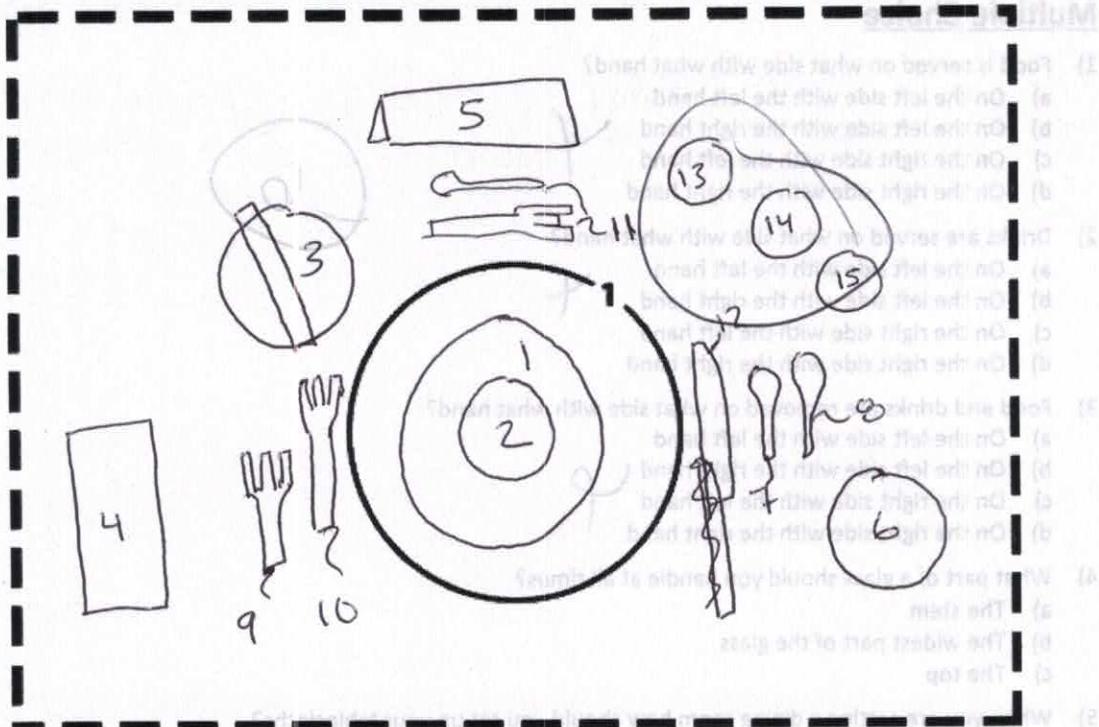
D Scullery
B Queen Mary
A Chaffing Dish
E French Passing
G Russian Service
F Corkscrew
C Tray Jack

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 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 _____

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 _____ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? sugar, milk
3. Synchronized service is when: all guests are served at the same time using the necessary amount of waiters/waitresses
4. What is generally indicated on the name placard other than the name? Seat number/table
5. The Protein on a plate is typically served at what hour on the clock? 4-5 ✓
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Take note of it and let them know that they will ask the chef, if the chef cannot make the special order happens then ask what type of special accommodation orders he/she can make.