

TIERRA S. PARKER  
3941 Veselich Ave #259  
Los Angeles, CA 90039  
253.961.0533

Restaurant Related Work History

COMPANY: ROMIO'S PIZZA

LOCATION: Bellevue

(Restaurant no longer in business)

DATES EMPLOYED: JAN 2008 – AUG 2008

JOB TITLE: SERVER/ DELIVERY DRIVER

DUTIES: I worked as a server and delivery driver simultaneously while employed here. I took orders over the phone and table side. I ensured that customers had a great and memorable dining experience. I put together delivery routes to ensure that orders were delivered efficiently and on time. I delivered orders in my personal vehicle. I made sure that the restaurant stayed clean and tidy at all times.

COMPANY NAME: WILD WHEAT CAFÉ & BAKERY

LOCATION: 201 1<sup>st</sup> Ave S, Kent, WA 98032

DATES EMPLOYED: FEB 2009 – FEB 2012

JOB TITLE: Manager/ Server

DUTIES: I worked two positions at the same time. Not only did I have a section on the dining room floor but I was also a manager. I had various duties from, knowing and working each position for emergency and busy moments, barista, served customers, made sure that customers had a great experience, hired and disciplined employees, front of house scheduling, placed orders for restaurant supplies, exemplified great customer service to all customers, and handled any and all problems effectively and efficiently.

COMPANY NAME: GLADSTONE'S MALIBU

LOCATION: 17300 Pacific Coast HWY, Los Angeles, CA 90272

DATES EMPLOYED: APR 2012 – OCT 2013

JOB TITLE: Server / Lead Event Server

DUTIES: I utilized my years of restaurant and customer service experience in a high profile, high volume restaurant. While working at Gladstone's I received a shopper's report score in the 90 percentile. Reflecting not only my work ethic but the leadership of our management team I quickly earned respect as a team leader and soon was able to utilize my event planning background and became a part of the event staff. As a member of the event staff, I worked onsite and offsite for various upscale and important events

COMPANY NAME: FARRELLI'S PIZZA

LOCATION: 210 Garfield St S, Tacoma, WA 98444

DATES EMPLOYED: NOV 2014- APR 2016

JOB TITLE: Service Manager/Bartender/Server/Cocktail Waitress

DUTIES: At Farrelli's , I was able to put all of my years in the customer service industry to good use. I started as a server and quickly acquired multiple other job titles, cocktail waitress, to bartender, and service manager. I became very useful to the restaurant and was always willing to help out where ever it was needed (including on the line and in the dish pit). I became a key holder of the restaurant and also



had to do the daily accounting for our location. Being versatile gave me the opportunity to grow and ultimately I became a more well-rounded employee and team member.

COMPANY NAME: GLADSTONE'S MALIBU

LOCATION: 17300 Pacific Coast Highway, Pacific Palisades, CA 90272

DATES EMPLOYED: APR 2016 – AUG 2017

JOB TITLE: Event Sales Manager

DUTIES: As the leader of the events team, I not only am responsible for closing sales but also making sure the event goes smoothly from initial walk thru to the end of the event. I'm in charge of a team of elite service staff members who are dedicated to the same standards as myself, keeping the client happy while delivering amazing customer service. My duties include but aren't limited to finding new clients, preparing quotes and proposals, drawing up contracts, order placement, scheduling, and day of coordination.





# TIERRA PARKER

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**OBJECTIVE** | To obtain a customer service related position to utilize my ten years plus of work experience in industries ranging from restaurant, events, retail, doctor's office, and more. I'm looking for a position where I can grow and be a great asset to a team and the company as a whole.

**SKILLS & ABILITIES** | I possess great people skills and can work with all personalities. I'm able to be a leader when needed, but can be a hard-working team player that takes well to communicated direction. Patience and positivity are assets of mine that have worked in my favor in all areas of life. I'm a quick and eager learner, and I take pride in the quality of work I produce.

**EXPERIENCE** | **EMT**  
CARE AMBULANCE, ORANGE, CA  
APR 2018 – CURRENT

Currently, I work with a company that focuses on 911 emergency calls and I respond to calls alongside Los Angeles County Firefighters and Paramedics. I'm responsible for receiving and giving patient care reports, taking patient vitals, giving quality care, and driving the ambulance in order to get my patients to their destinations safely.

**EMT**  
LIFELINE AMBULANCE, MONTEBELLO, CA  
AUG 2017 – APR 2018

While at Lifeline, I worked as an EMT focusing on IFT transports, dialysis transports, and non-emergency medical transportation. I was able to get familiar with the duties and responsibilities that I trained for while in the EMT program.

**EVENT SALES MANAGER**, GLADSTONE'S MALIBU, PACIFIC PALISADES CA  
APRIL 2016 – AUGUST 2017

At Gladstone's, I was responsible for closing sales, making sure the events went smoothly from start to finish, and managing a team on the day of events. I supervised a team of elite service staff, who were dedicated to the high standard and keeping the client happy while delivering amazing customer service. My duties included but weren't limited to finding new clients, preparing quotes and proposals, drafting contracts, order placement, scheduling, and day of event coordination.

A full work history is available upon request.

**EDUCATION** | **GLENDALE COMMUNITY COLLEGE**, GLENDALE, CA  
EMT

Recently completed the EMT-B program in hopes of pursuing my dream to become a firefighter. Valid CPR card holder and NREMT Certified.

**UNIVERSITY OF WASHINGTON**, SEATTLE, WA  
BUSINESS MARKETING

I have completed over 2 years at the University of Washington, but have yet to graduate. I plan to re-enroll into school in the future. While at UW, I participated in intermural sports, the student union, and peer groups.



Name TIERRA PARKER

## Servers Test

Score / 35

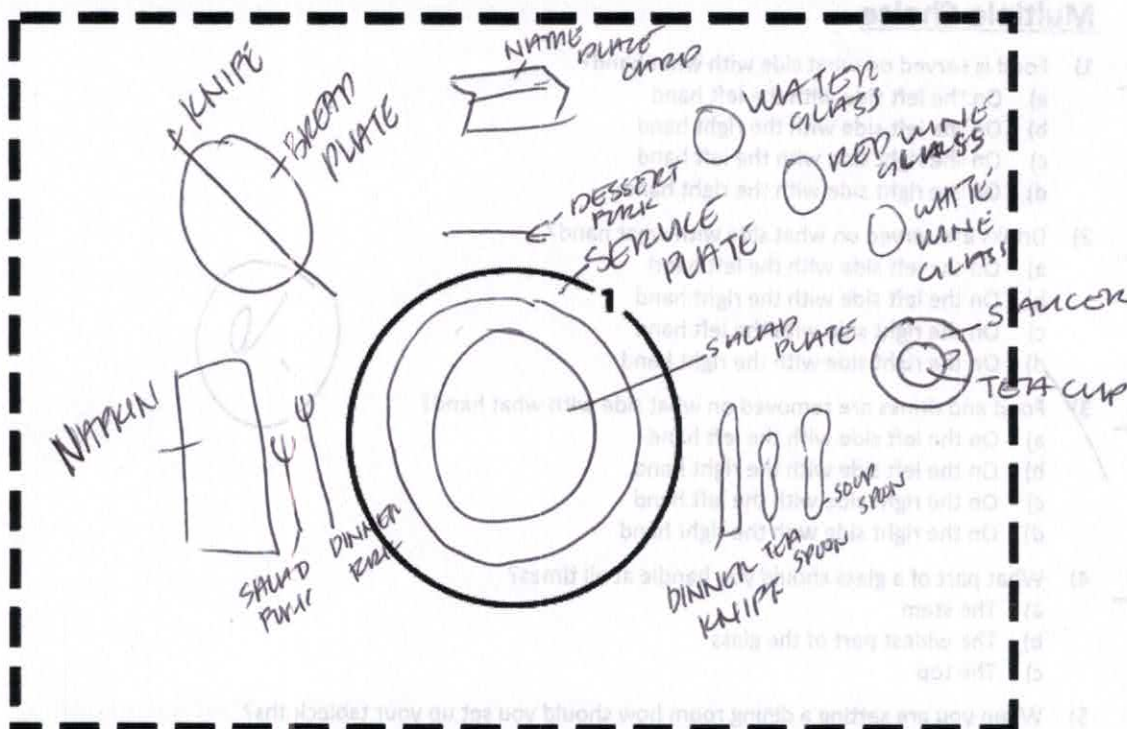
### Multiple Choice

- A 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
- A 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        | 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>G</u> French Passing  | D. Area for dirty dishware and glasses  |
| <u>B</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 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? SAUCER
- Synchronized service is when: SERVERS PLACE/REMOVE (1) ITEM AT THE SAME TIME
- What is generally indicated on the name placard other than the name? MEAL SELECTION
- 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?  
NOTIFY CHAIRMAN AND/OR CHEF