

## **Shon Cross**

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**Objective:** To secure a position in fine dining that allows me to utilize my extensive sales, menu knowledge, wine knowledge, communication, quality assurance knowledge, leadership, and customer service skills to increase value and revenue within the restaurant industry.

### **Education:**

Western Governors University, Salt Lake, UT. Business Administration

### **Employment:**

Ruth Chris Steakhouse, Woodland Hills, Ca

12/15-12/17

Fine Dining Server/Banquet Server

- Fine Dining, Excellent Customer Service
- Banquet Server
- Establishing a high number of restaurant regulars
- High guest survey ratings and guest compliments
- Encourage teamwork between the host, servers, server attendants, food runners, and chefs.
- Take guest food and beverage orders in quick and accurate
- Serve and set up Banquets for guests.
  - Wine Knowledge
  - Steak and Seafood Knowledge

Ruth Chris Steakhouse, Atlanta, Ga

05/15-12/15

Fine Dining Server/Banquet Server

- Fine Dining, Excellent Customer Service
- Banquet Server
- Establishing a high number of restaurant regulars
- High guest survey ratings and guest compliments
- Encourage teamwork between the host, servers, server attendants, food runners, and chefs.
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Mc Cormicks and Schmicks Seafood and Steaks, Atlanta, Ga

04/14-04/15

Corporate Server Trainer/Banquet Captain/Fine Dining Server/Asst. to Catering Sales Manager

- Fine Dining, Excellent Customer Service
- Corporate Server Trainer and Banquet Captain
- Establishing a high number of restaurant regulars and Landry's Select Club sign ups
- Highest guest survey ratings and guest compliments
- Encourage teamwork between the host, servers, bussers, and chefs.
- Take guest food and beverage orders in quick and accurate



- Serve and set up Banquets and create BEO contracts for 20-250 guests.
- Assistant to the Catering Sales Manager generates banquet leads and inquiries.
- Wine Knowledge
- Steak and Seafood Knowledge

## Talent Escorts, Los Angeles, CA

04/10-Present

Talent Assistant (Freelance)

- Liaison between the Producers and Talent for live Television. Confirmed award show presenters and performers.
- Assisted Talent Producers with administrative duties
- Escort Presenters/Performers and Exec. Producers from red carpet, backstage, onstage, press room, and around the venue until departure.

The Oscars (ABC)

Golden Globes (NBC)

Grammys (CBS)

Empire (FOX)

The Voice (NBC)

The Alma Awards (NBC)

So You Think You Can Dance (FOX)

Critics Choice Movie Awards (VH1)

The ESPY Awards (ABC)

The Halo Awards (NICK)

MTV Movie Awards (MTV)

BET Awards (BET)

BET Hip Hop Awards (BET)

Critics' Choice TV Awards (VH1)

MTV Video Music Awards (MTV)

Lip Sync Battle Shorties (SPIKE)

Billboard Music Awards (FOX)

Teen Choice Awards (FOX)

The Scream Awards (FOX)

Guys Choice Awards (SPIKE)

Kids Choice Awards (NICK)

Do Something Awards (FOX)

NAACP Image Awards (NBC)

CNN Hero Awards (CNN)

Spirit Awards (IFC)

Celebration of Gospel (BET)

Grammy Legends Awards (PBS)

Lip Sync Battle (SPIKE)

IHEART Music Awards (TBS)





THE SERVICE  
COMPANIES

SERVICE. ABOVE ALL

Name LaShon Cross

## Servers Test

Score 25/35

### Multiple Choice

100%

- A 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

D Scullery

E Queen Mary

A Chaffing Dish

B French Passing

G Russian Service

F Corkscrew

C Tray Jack

- Metal buffet device used to keep food warm by heating it over warmed water
- 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)
- Used to hold a large tray on the dining floor
- Area for dirty dishware and glasses
- Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- Used to open bottles of wine
- Style of dining in which the courses come out one at a time



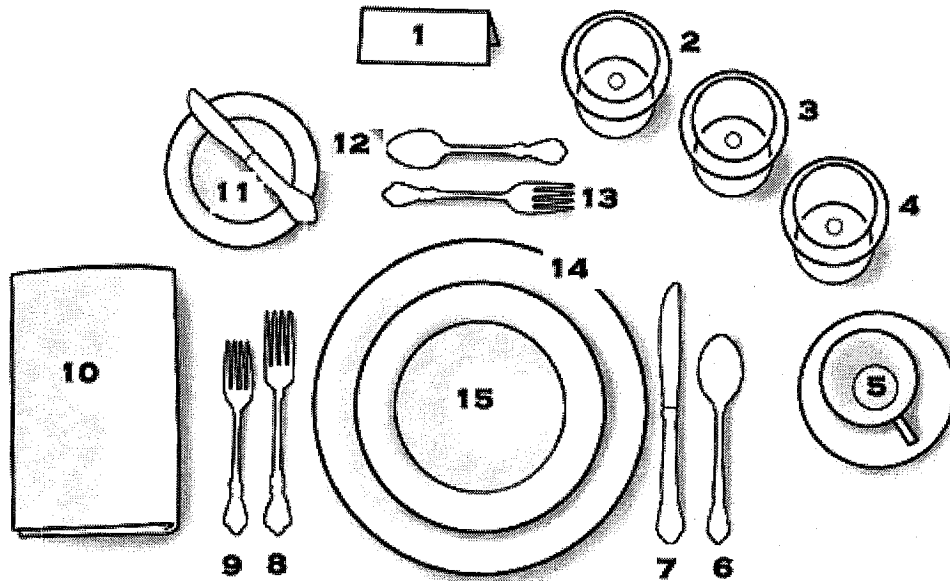
THE SERVICE  
COMPANIES

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Name Lashon Cross

## Servers Test

Score / 35



### Match the Number to the Correct Vocabulary

|           |                       |           |                              |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin                | <u>8</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>2</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

- The utensils are placed Quarter of an inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, honey, Lemon, Cream
- Synchronized service is when: the whole table receives their food at the same time.
- What is generally indicated on the name placard other than the name? Seat number, Allergies, Food
- The Protein on a plate is typically served at what hour on the clock? 6 Entrées
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Inform, the Banquet Captain, Kitchen, and Chef