

# TYLUAN CLARK

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*Customer Service Professional seeking employment opportunities in Hospitality. Strong Customer Service background with excellent problem solving skills. Communicate effectively with clients/guests while giving the best service one can give and offer to the company.*

## SKILLS & ABILITIES

- 3 years of restaurant experience
- Cash Handling/POS
- Team lead and training experiences
- Flexible-willing to take on a variety of tasks
- Goal-oriented, honest, multi-tasker
- Takes pride in a job well done
- Able to work well under pressure and unsupervised
- Knowledgeable, ambitious, open-minded

## EDUCATION

Cerritos Community College Cerritos, CA  
**French Translator/Interpreter**  
Downtown Business Magnet High School Los Angeles, CA  
**High School Diploma**

## EXPERIENCE

- The Cheesecake Factory Cerritos, CA  
**Cashier** October 2015- Present
- Excelled in a fast-paced environment and quickly adapted to the flexibility and demand of the restaurant industry by picking up extra shifts and tables.
  - Provide excellent customer service: worked closely with restaurant staff to ensure that orders were served in an efficient.
  - Train incoming staff regarding the restaurant's procedures, culture and practices.
  - Greet guest entering/exiting the restaurant; handle a high volume of guest questions, calls and phone orders.
  - Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change; receive payments and issue refunds via POS.
- SMG/SAVOR Long Beach Convention Center & Entertainment Center, Food & Beverage Long Beach, CA  
**Banquet Server /Concession Stand worker** November 2012-January 2015
- Oversaw concession stand by continuing to make needed food items during event, stock drinks, received payment by cash, credit cards, and automatic debits
  - Cleaned all machines & counters at the end of the event, restock areas, and place refrigerated items in the refrigerator.
  - Ensured exemplary quest service during events and through all forms of banquet service, including: buffets, plated, carving stations, running food, and replenishing products.
  - Set up for events, carry trays, serve guests and clean up at the events conclusion.
  - Kept guest's glasses filled, remove each round of plates and answer any questions from guest.
- Downtown Magnet High School Los Angeles, CA  
**Service Worker** September 2011-June 2012
- Provided office support to the attendance and counseling office in a high school site
  - Filed medical records and delivered messages to teachers
  - Escorted students to attendance, nurses', and counseling office
- USC Law Library Los Angeles, CA  
**Clerical Staff Member** July 2011-August 2011
- Assisted with general office clerk at the USC Law Library
  - Checked-in mail using an automated system
  - Delivered route newspapers and processed books
  - Updated binders in resource area and reshelved books
- John Muir Middle School Los Angeles, CA  
**Teacher's Aide** February 2007-June 2008
- Provided assistance to teacher in a middle school setting by grading assignments
  - Arranged and filed assignments
  - Taught students in math and science (6th grade level)

**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
- d 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
- P 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 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  |