

HENRICO ST.FLEUR

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Customer focused, reliable, friendly, seeking a position as a cashier. I am flexible to work in front or behind house.

EXPERIENCE

MAR 2018 – 2019
BARISTA, MERCEDES-BENZ HEADQUARTER
PERSONABLE, PROFESSIONAL DEMENOR
STRONG WORK ETHIC
ABLE TO WORK AT A FAST PACE WHILE PROVIDING GOOD CUSTOMER SERVICE
SAFE FOOD HANDLING

EDUCATION

2004
HIGH SCHOOL DIPLOMA, MIAMI EDISON SR. HIGH

SKILLS

<ul style="list-style-type: none">keep food service area cleantake customer order and process paymentassisted customers with queries, complaint, and product issue via telephone	<ul style="list-style-type: none">processed returns, refunds, and replacements as necessary to help customer troubleshoot their issuemanage orders and customer need in a fast paced high- volume fast food restaurantprovide fast, courteous customer service
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Servers Test

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

L

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

L

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

A

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 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

E

Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

D

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)

A

Chaffing Dish

C. Used to hold a large tray on the dining floor

G

French Passing

D. Area for dirty dishware and glasses

B

Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F

Corkscrew

F. Used to open bottles of wine

C

Tray Jack

G. Style of dining in which the courses come out one at a time