

ERICA FLEMING

Tel: (661) 269-3241 • E-mail: e_fleming@live.com

EXPERIENCE

Squeak E Clean, Encino, CA

August 2016 - Present

Owner, CEO

- Schedule weekly, bi-weekly, and monthly cleanings.
- Purchase all cleaning materials.
- Manage and clean 20+ residential accounts.
- Promote and use environmental, non-toxic, safe products.
- Strive for client satisfaction at all times.

Saban Community Clinic, Los Angeles, CA

April 2015 - July 2015

Contract Human Resources Assistant

- Process employee information in secured files and computer systems; track attendance, compile salary, termination information, benefit programs, gather resumes and applicant information
- Assist in the distribution of paychecks.
- Support co-workers by answering questions about employment files, time-off, benefit plans and other information related to their employee records.

Disney ABC, Burbank, CA

January 2015 - April 2015

Contract Web Development Coordinator

- Administrator to the company's websites, managing content, maintaining Web design and answering consultation questions.
- Post information on ABCAnet website from day-to-day to ensure accurate information is available for all affiliates.
- Create processes and procedures to ensure timeliness of information sharing.
- Modify existing pages using content management system and HTML.
- Ensure web postings comply with guidelines and design standards.
- Develop documentation for web-based systems.
- Manage production for online graphics, multimedia and other rich-media assets for online use.
- Manage published content, maintain continuity of themes, design layouts, streamline navigation and increase online presence to our fellow affiliate marketing stations.

Farmers Insurance, Los Angeles, CA

November 2013 to June 2014

Administrative Assistant

- General office duties; answer phones, direct calls, provide information and distribute incoming mail.
- Collect deposits, payments or fees.
- Discuss account status or activity with customers or patrons.
- Issue documentation or identification to customers or employees.
- Maintain scheduling and event calendars.

NBC Universal "The Office", Van Nuys, CA

August 2008 - May 2009

Contract Accounting Clerk

- Calculate, prepare, and issue bills, invoices, account statements according to procedures.
- Summarize numerical and financial data and keep financial records, using journals, ledgers and computers.
- Compile statistical, financial, accounting or auditing reports and tables pertaining to cash receipts, expenditures, accounts payable and receivable, PL and monitor status of loans and accounts to ensure that payments are up to date.
- Debit, credit, and total accounts on computer spreadsheets and databases, using specialized accounting software.

Peep The Bird, Encino, CA

August 2006 - Present

Contract Graphic Artist

- Meet clients or account managers to discuss the business objectives.
- Create designs, concepts, and sample layouts based on esthetic design concepts.
- Develop graphics and layouts for product illustrations, company logos, and Internet websites.
- Maintain archive of images, photos, or previous work products.
- Create illustrations or rough sketches to discuss with clients or supervisors and making necessary changes.
- Review final layouts and suggest improvements as needed.

EDUCATION

Chaminade University of Honolulu, Honolulu, HI

December 2007

Bachelor of Arts in Communications, Broadcast/Journalism

COMPUTER SKILLS

MAC/PC, Microsoft Office; Word, Excel, PowerPoint. Photoshop, Illustrator, InDesign, Quark Xpress, FreeHand, 3ds Max, Acrobat, Dreamweaver and Flash

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

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

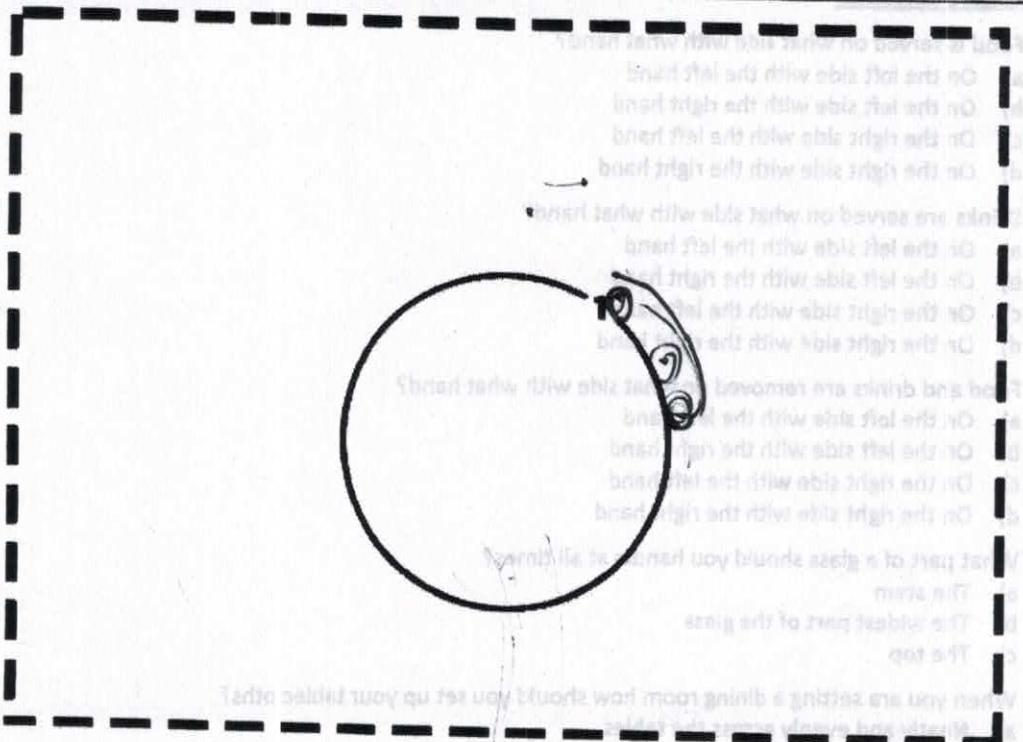
<u>D</u> Scullery	A. Metal buffet device used to keep food warm by heating it over warmed water
<u>C</u> Queen Mary	B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread 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

Primary DAD Name _____
EEV Test 2 Name _____

TEST 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? _____ Cream / SUGAR
3. Synchronized service is when: _____ At the same
4. What is generally indicated on the name placard other than the name? _____
5. 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? _____