

Jacquelin G. Morales

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Highlights:

- Self-motivated and able to work with little direction
 - Familiar with operating a photocopier, fax machine and scanner
 - Type efficiently (150 wpm) and with accuracy
 - Persevere on tedious and repetitive tasks
 - Can determine priorities and handle more than one task at a time
 - Effectively collect and organize information
 - Positive attitude and eager to take on new experiences
 - Honest, trustworthy and dependable
 - Confidently operate a computer and knowledgeable and proficient in the following programs:
 - Microsoft Excel
 - Microsoft OneNote
 - Microsoft Outlook
 - Microsoft PowerPoint
 - Microsoft Project
 - Microsoft Publisher
 - Microsoft Word
 - Communicates well with people of all ages
 - Thorough and pays close attention to details
-

Education:

East Los Angeles Community College

[Fall 2013-present]

San Gabriel High School

=Graduated/Received high school diploma

[july/2013]

- 2.0 GPA

Professional Experience:

In- N- Out Burger

[May 2017-Mar 2018]

Duties:

- cleaned and maintained dining area, restrooms, parking areas
- prepped produce
- handled customer concerns in a professional manner
- Handled all cash and credit cards
- Took orders promptly and efficiently

Shake Shack

[May 2016-Sep 2016]

Duties:

- cooked and assembled food
- restocked food area
- kept all areas clean
- greeted customers and assisted with needs
- took orders and help maintain quality products

Fresh Brothers Pizza

[Dec 2015-May 2016]

Duties:

- Answering phone calls
- assist customers communicate with them with a view to determine their orders
- Take payments and tender change; Process credit card payments
- Relay customers' orders to the kitchen and ensure that each order is expedited
- Ensure that the counter area is kept clean and organized at all times
- Assist counter staff in packing ready orders and handing them to customers

Para Los Ninos

[July 2015-Nov 2015]

Duties:

- answering and transferring phone calls
- printing/scanning/ faxing
- assigned different duties and completed all on time
- prepared correspondence and documents
- filing

San Gabriel high school clerical/Administrative assistant

[2012-2013]

Duties:

- handled incoming calls
- managed visitors
- Dealt with inquiries and requests
- Processed mail
- Organized appointments
- Prepared correspondence and documents

certificates/ Awards:

- Food Handlers Certificate (SafeServ

[May 2017-Ex.May 2020]

References:

Luci Gonzalez
Amanda Hernandez

(626)308-2352
(323)245-2062

Multiple Choice

- C 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
- B 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
- 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

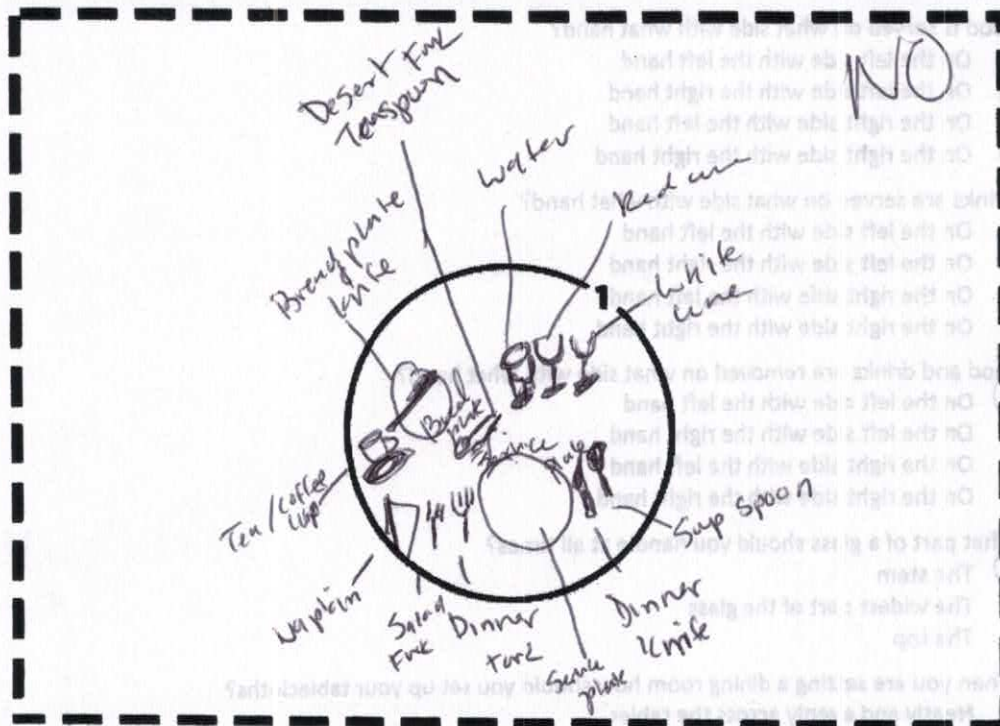
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | <u>B</u> 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 | <u>C</u> Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | <u>D</u> Area for dirty dishware and glasses |
| <u>G</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | <u>F</u> Used to open bottles of wine |
| <u>C</u> Tray Jack | <u>G</u> Style of dining in which the courses come out one at a time |

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

- The utensils are placed one inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream and sugar
- Synchronized service is when: _____
- What is generally indicated on the name placard other than the name? Table number
- The Protein on a plate is typically served at what hour on the clock? _____
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Inform Cook immediately

Cashier Test

Score / 15

- B 1) A roll of quarters is worth?
a) \$5.00
b) \$10.00
c) \$15.00
d) \$20.00
- A 2) A roll of dimes is worth?
a) \$5.00
b) \$4.00
c) \$3.00
d) \$2.00
- D 3) A roll of nickels is worth?
a) \$8.00
b) \$6.00
c) \$4.00
d) \$2.00
- A 4) A roll of pennies is worth?
a) \$1.00
b) \$0.75
c) \$0.50
d) \$0.25
- C 5) What does POS stand for?
a) Patience over standards
b) Percentage of sales
c) Point of sales
d) People over service
- 6) What is the current sales tax rate in your city 10% ?
- C 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?
a) \$4.06
b) \$2.06
c) \$7.06
d) \$5.06
- B 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?
a) \$19.50
b) \$14.50
c) \$9.50
d) \$4.50
- D 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?
a) \$6.00
b) \$8.00
c) \$10.00
d) \$12.00
- A 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?
a) \$78.50
b) \$58.50
c) \$38.50
d) \$28.50

Cashier Test

Score / 15

- A 11) Counterfeit pens should be used on which three denominations?
- a) \$20, \$50, \$100
 - b) \$10, \$20, \$50
 - c) \$5, \$50, \$100
 - d) \$10, \$20, \$50
- A 12) How many times should you count change when giving it to the customer?
- a) one
 - b) two
 - c) three
 - d) no need to count

Question & Answer:

- 13) What is the minimum age for legal alcohol purchases? 21
- 14) What are the acceptable forms of ID for alcohol purchases? California / State ID
- 15) How many \$20 bills are in a bank band? 100