

FELICIA A. JONES

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Professional Overview

I am a high motivated, reliable and competent hard worker with STRONG customer service skills. I am a team player with integrity. My skills are geared to enhance the quality and care of customer/clerical/janitorial services, which include but are not limited to...

Summary of Skills

Administrative support

- Critical thinker
- Natural Leader
- Meets/exceeds goals
- Self-starter
- Attention to detail/Thrive on Organization
- Microsoft Office Expert
- QuickBooks
- Ability to Multi-task and complete
- Ability to work under pressure

Excellent Customer Service

- Operate Cash registers
- Inventory Event supplies
- Perform all household cleaning
- Dishwasher
- Banquet server/runner
- Prepare and distribute food
- Supervise 20+ for Events
- Knowledge of Bartending

Clerical Support

- Data Entry (70 WPM)
- Dictation
- Filing Data- Records Management
- Knowledge of most Office Equipment
- Configure Small Business account/Server
- Legal documents processing
- Scan/upload documents
- E-file of all sorts
- Court Web Sites/Procedures

Work Experience

EVENT LEAD

November 2017 to Current

F&B Innovations, LLP—Los Angeles, CA

Responsible for organizing, shelving, counting inventory of ALL sellable items for events held at the Rose Bowl, Coliseum, Dodgers Stadium and the Convention Center. Supervise 20 temp staff workers. Handle a fast-paced environment assisting in staffing the entrance and exit doors, Ensure venue capacity is not exceeded, Assist Public Safety in emergency situations at the event. Generally help to maintain a safe and well organized event. Check to see if appropriate policies are being followed (i.e. correct food and non-alcoholic rations, checking of identification or service of alcoholic beverages, etc.) I collect and count all the cash registers at end of shift. Setup / Breakdown of furniture or equipment

HOMEKEEPER

August 2014 to Current

Supreme Clean – Pasadena, CA

Position involves responsibilities which include vacuuming, dusting, laundry, mopping and waxing floors and changing and laundering linen. Some clients require cooking or food preparation and heavy cleaning, like

cleaning windows and furniture. I make sure all rooms are cared for and inspected according to the client's standards. I also flip houses for clients that deal with Airbnb. I have daily, weekly and monthly clients with most work being performed when clients are at work or away on vacation. I protect their belongings and protect their pets.

LEGAL ASSISTANT

November 2010 to September 2014

Kaufman Law Firm, APC

Lee & Kaufman, LLP – Los Angeles, CA

Responsible for processing including extracting all OCR documents via scanning and uploading onto a server which includes all in-coming/outgoing legal documents and mail, faxes, emails, and personal records and/or data to ensure appropriate naming, categorizing, distribution, uploading and retrieval. Maintain organized file systems; implemented new procedures within budget to establish accuracy and quickness to process and maintain file records. Daily clerical functions also include: Processed shells for discovery and pleadings, prepared trial binders, which included up to nine (9) expert witness testimony and 72 Exhibits. Calendar and perform follow-ups for all deadlines. Court runs, document retrieval, client contact, processed medical packages for PI cases. Closed and stored files. Handle all fax filings, judgments, subpoenas, and writs. Extra duties included: Managing inventory and office supply inventory. Answer phones and prioritize, Excellent Multi-tasked with completed assignments. I process excellent attention to detail with knowledge of Superior and Federal court procedures.

E-FILE CLERK

August 2008 to November 2010

Farrise Law Firm, P.C. – Los Angeles, CA.

Position involved performing high tech E-filing duties working in an accelerated-paced law firm, scanning, naming, re-naming, and uploading of legal documents processed via Lexis Nexus. I recorded all confidential case matter on company's computer software server. I received instructions via emails as well as direct contact from several attorneys. I personally prepared pre-trial documents and trial binders. Knowledgeable with most courtroom procedures and worked independently. Handled court runs a day to process, lodge, and conform pleadings. Heavy phone volume and client contact. Order supplies, maintained office equipment and surrounding areas for cleanliness. Trained 30+ clerks, with office procedures, software, server, emails, filings and basic understanding of Asbestos cases.

Education

Long Beach College

Long Beach, CA

2009 - 2011

Business Administration

GPA 4.0

References

Available upon request

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

a 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 VocabularyD Scullery

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

E 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

B French Passing

D. Area for dirty dishware and glasses

E 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

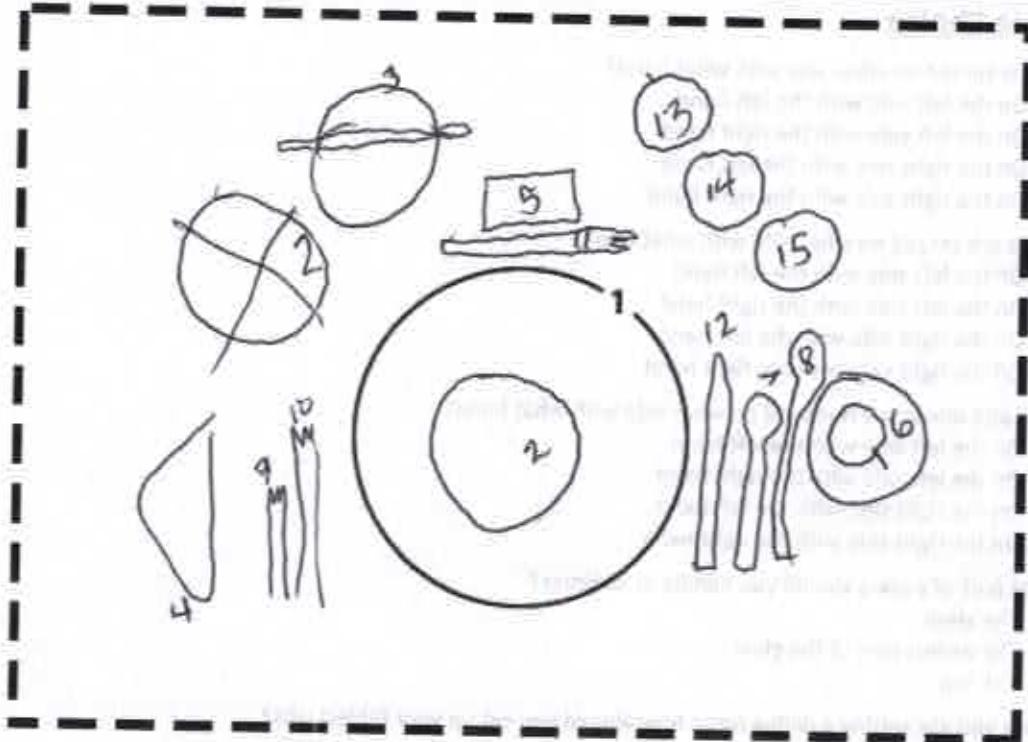
C Tray Jack

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

Name _____

Servers Test

Score / 35



Draw a formal place setting containing all of the following:

1. Service Plate
2. Salad Plate
3. Bread Plate & Knife
4. Napkin
5. Name Place Card
6. Tea/Coffee Cup & Saucer
7. Teaspoon
8. Soup Spoon
9. Salad Fork
10. Dinner Fork
11. Dessert Fork
12. Dinner Knife
13. Water Glass
14. Red Wine Glass
15. White Wine Glass

Fill in the Blank

✓ The utensils are placed 6 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? Cream, Sugar, stir.

3. Synchronized service is when: all plates are served at one time

4. What is generally indicated on the name placard other than the name? table number

5. The Protein on a plate is typically served at what hour on the clock? dinner 5

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
take the request and process immediately