

Donashae Davis

View Park-Windsor Hills, CA
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323-696-9514

As an organized, personable, and customer-focused professional with more than 3 years of reception, retail and administrative experience in busy environments. I am prepared to significantly contribute to your establishment's goals in this role. From greeting guests and assigning rooms to handling luggage and resolving customer issues and concerns. I excel in performing a range of tasks pertaining to hospitality reception. I am pleased to offer a breadth of strong experience in ensuring outstanding guest accommodation and customer service while maximizing front desk efficiency and productivity. Furthermore, I excel at collaborating with coworkers and management, prioritizing responsibilities, and developing and complying with improved organizational processes.

Highlights of my experience include...Greeting guests upon arrival, ensuring prompt attention, and providing a consistently excellent level of service and support.
Proficiency in Microsoft Office Suite and skilled in the usage of various office equipment and machinery. My skills in front desk support prepare me to thrive in this role and make an immediate and positive impact on your team. The chance to offer more insight into my qualifications would be most welcome.

Thank you for your consideration, and I look forward to speaking with you soon.

Sincerely,
Donashae Davis

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Volunteer Work

Los Angeles County Human Resources - Los Angeles, CA
June 2018 to Present

Answering high call volume of calls daily. Email, Scanning, faxing daily reports as well as nightly.
Assisting with patient in take.

Leasing Agent

Price Self Storage - Los Angeles, CA
October 2017 to Present

Opening up and renting storage units. Opening and reviewing leases. Answering phones. Faxing, Scanning and filing. Typing up daily newly and nightly reports. Going over accounts for previous tenants. Collection and Courtesy calls-Daily. Up Selling of in store Merchandise

Front Desk Receptionist/ Server

Bowlmor-AMF - Santa Monica, CA
February 2017 to December 2017

Front Desk ; Opening an closing of lanes . Setting up lanes, giving shoes as well with socks if need.
Resetting any problems with lanes. Booking reservations. Server ; Taking orders as well a bar orders.
Hosting of corporate events, Company parties birthdays Ext.

Sales Associate

Lucky Brand Jeans - El Segundo, CA

October 2016 to April 2017

Greeting guest. Assisting with clothing. Ringing and closing sales.

Volunteer

Los Angeles County Human Resources - Los Angeles County, CA

July 2016 to September 2016

Cashier/Customer Service

Chipotle Mexican Grill - Torrance, CA

March 2014 to September 2015

Cashier/Customer Service Associate

GAP Inc. - Torrance, CA

January 2014 to January 2015

Greeting guest ,assisting with clothes dressing rooms. Ringing guest. Stocking and restocking of merchandise.

Education

High school or equivalent

Palmdale High School - Palmdale, CA

2007 to 2011

Skills

Customer Service

Certifications/Licenses

Driver's License

October 2017 to October 2021

Name DONISHA DAVIS

Servers Test

Score 24/35

34%

Multiple Choice

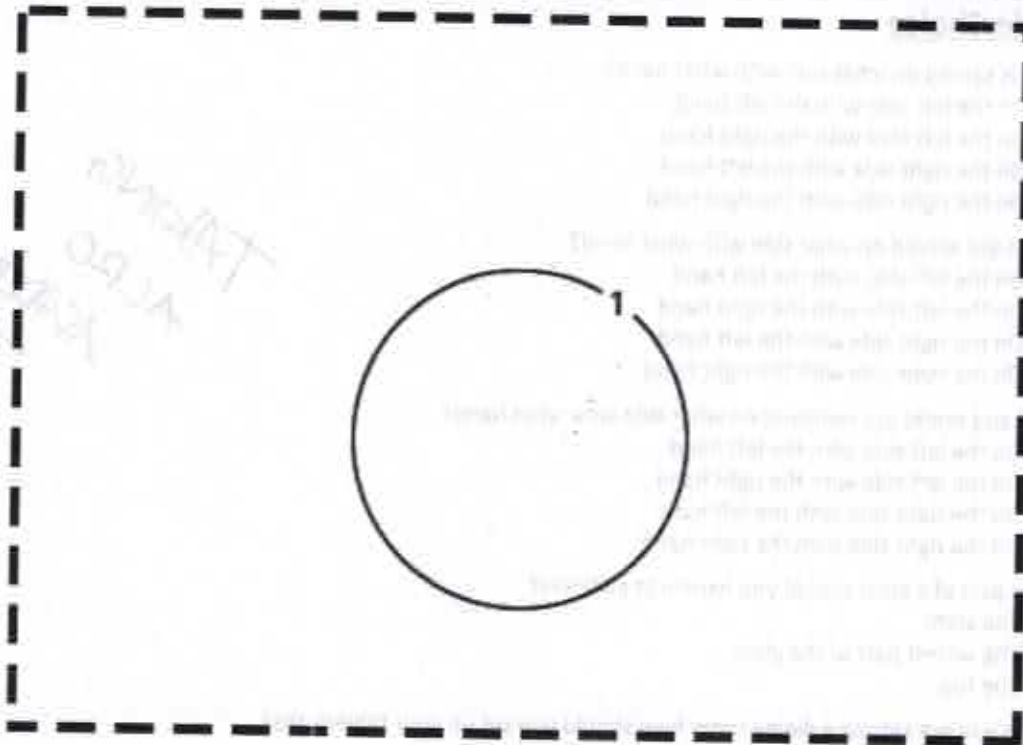
- B 1) Food is served on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- C 2) Drinks are served on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- B 3) Food and drinks are removed on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- A 4) What part of a glass should you handle at all times?
- The stem
 - The widest part of the glass
 - The top
- D 5) When you are setting a dining room how should you set up your tablecloths?
- Neatly and evenly across the tables
 - The creases should all be going in the same directions
 - The chairs should be centered and gently touching the table cloth
 - All of the above
- D 6) If you bring the wrong entrée to a guest what should you do?
- Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 - Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
 - Try to convince the guests to eat what you brought them
 - Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

TAKING
ACRO
ACADEMY
TOMORROWMatch 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>E</u> 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 | 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? Teaspoon
3. Synchronized service is when: Name placed Card
4. What is generally indicated on the name placard other than the name? Napkin
5. The Protein on a plate is typically served at what hour on the clock? 4
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Ask Chef