

CHIMERE M. INGRAM

Experienced in Luxury Retail for over 8 years. Managed and developed a strong team with a successful system of honor and empathy. Trained staff on client relationship and development. Achieved yearly sales goals by creating sales events and incentives that motivated staff. With those same tools, as a Sales Associate, rewarded top sales Associate, exceed sales goals by 20%, rewarded traveled to east and west coast stores to help with sales. Developed walk-ins into strong consignment clients. Built relationships that succeeded through exceptional service.

EXPERIENCE

Present **Paul Smith** West Hollywood, CA

Sales Associate

- Increased woman sales by 21%,
- Introduced selling tool that developed better selling practices.
- Provide the high level of customer service
- Introduced clients to bespoke tailoring

2017-2018 **Celine** Beverly Hills, CA

Sales Associate

- Exceed monthly KPI's, by providing the highest level of customer service and quality sales.
- Maintained a minimum of 2.0 UPT
- Implemented company policies and procedures
- Demonstrated excellent knowledge of Celine heritage and products.

2014-2017 **Stella McCartney** NYC / Beverly Hills, CA

Sales Associate

- Exceeded yearly sales by 28%
- Awarded US top sales for consecutive years
- Created a strong consignment business that covered 55% of my yearly sales.
- Due to being top sales, I became qualified to travel to Texas & LA for seasonal sales event.
- Maintained an active, accurate and neatly organized client book.

2011-2013 **Ports 1961**

New York, NY

Key Holder

- Achieved daily business objectives,
- Reached and surpassed sales goals for the store.
- Developed and maintained Positive relationship with diverse client base
- Trained staff on Product knowledge and company procedures.

2005-2010 **John Varvatos - CBGB**

New York, NY

Operations Manager

- Open and closing procedures and created staff scheduling,
- Introduced new merits that increased staff relationships and performance.
- Organized monthly Events that maintained stores culture and increased sales.
- Implementing company directives and policy procedures to new hires.
- Tracked staff KPI's and worked with director, on showing the team how their performance helps the stores business.

EDUCATION

2016-2018 **UNIVERSITY OF PHOENIX,**

Business Administration and Management

2010-2012 **ART INSTITUTE OF NEW YORK,**

Fashion design

VOLUNTEER / LEADERSHIP

THE POTTERS HOUSE One Church LA,
Assistant Director, for Service Support ministry

218 S. Tower drive, Beverly Hills, CA 90211 • (917)721.2992 • chimereingram@gmail.com

Servers Test

Multiple Choice

- 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

- 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

- 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

- 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

- 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

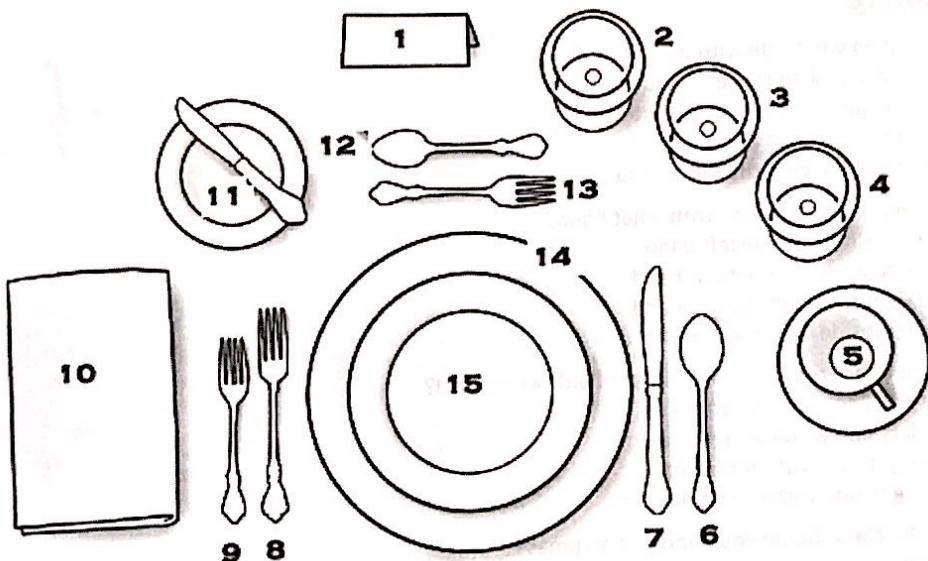
- 6) If you bring the wrong entrée to a guest what should you do?
 - a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 - b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served
 - c) Try to 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

D Scullery
A Queen Mary
E Chaffing Dish
B French Passing
G Russian Service
F Corkscrew
C Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
- 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)
- C. Used to hold a large tray on the dining floor
- D. Area for dirty dishware and glasses
- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- F. Used to open bottles of wine
- G. Style of dining in which the courses come out one at a time

Servers Test



Match the Number to the Correct Vocabulary

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

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? Sugar & Milk
3. Synchronized service is when: when servers guest at same time
4. What is generally indicated on the name placard other than the name? seat #
5. The Protein on a plate is typically served at what hour on the clock? 12:00
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Inform Head Manager/Cook. of seat + NAME of person

Multiple Choice (6 points)

C 1) Carbonation _____ the rate of intoxication.
 a) Slows down
 b) Speeds up
 c) Does nothing to

b 2) What are the six most commonly used spirits?
 a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice
 b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila
 c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel
 d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum

D 3) You can accept an expired ID as long as all other information is correct.
 a) True
 b) False

b 4) If someone has had too much to drink, serving them coffee will help sober them up.
 a) True
 b) False

d 5) What are the acceptable forms of ID for Alcohol Consumption?
 a) State or Government Issued ID Card or Drivers License
 b) Passport or Passport ID Card (as long as it lists the person's date of birth)
 c) School ID or Birth Certificate
 d) A & B
 e) A, B & C

G 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.
 a) True
 b) False

Vocabulary (9 points)

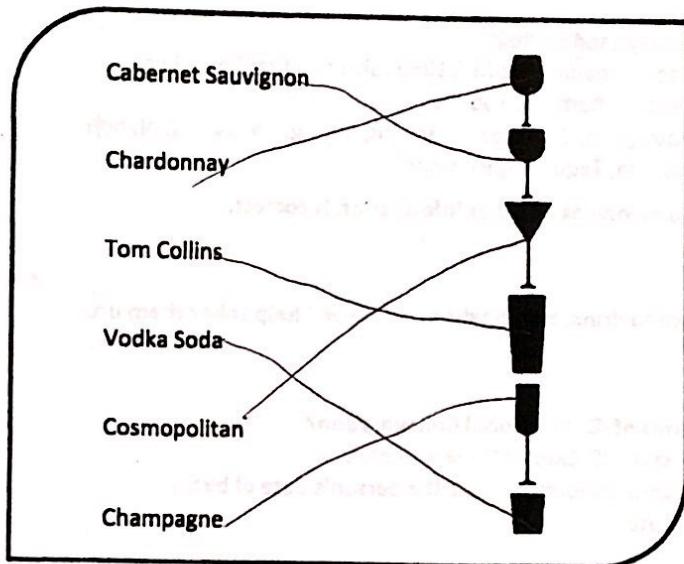
Match the word to its definition

f 1 "Straight Up"
h 2 Shaker Tin
c 3 "Neat"
a 4 Muddler
b 5 Strainer
e 6 Jigger
g 7 Bar Mat
d 8 "Float"
n 9 "Back"

a.) Used to crush fruits and herbs for craft cocktail making
 b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured
 c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice.
 d.) To pour $\frac{1}{2}$ oz of a liquor on top
 e.) Used to measure the alcohol and mixer for a drink
 f.) Used to mix cocktails along with a pint glass and ice
 g.) Used on the bar top to gather spills
 h.) Requesting a separate glass of another drink
 i.) Means to serve spirit room temperature in a rocks glass with no ice

Glassware (6 points)

Match the correct glass to the drink



Answer and Question (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points):

Patron, Jameson, ^{BAESE /} Itaden.

What are the ingredients in a Manhattan?

~~Gin~~ triple Sec.

What are the ingredients in a Cosmopolitan?

~~MARZ~~

What are the ingredients in a Long Island Iced Tea?

^{lemon juice} Coke, Rum, ~~Tequila~~, Vodka, ^{sweat} ^{gin}

What makes a margarita a "Cadillac"?

Milk.

What is simple syrup?

Sugar & water

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

If its the same Alcohol a same brand.

What should you do if you break a glass in the ice? ~~clean it & clean it~~ Stop using it if there is ~~broken~~

When is it OK to have an alcoholic beverage while working?

Never

What does it mean when a customer orders their cocktail "dirty"?

Olive juice

What are the ingredients in a Margarita?

lemon juice, Triple Sec, Tequila,

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Your Hospitality Staffing Professionals
665 Third St., Suite 415 • San Francisco, CA 94107

First and Last Name: Chimere Ingram
Email: Chimere Ingram@gmail.com
Phone number: 917.724.2992

Working Experience:

Company Name: Pillow Cafe / lounge
Dates of Employment: 7/2014 - 12/14

Job Responsibility:

- Take orders
- serve customers
- Customer Service
- Hostess

Company Name: Milk River
Dates of Employment: 7/2014 - 10/14

Job Responsibility:

- Server
- Take orders
- Customer Services
- bottle Service

Company Name: John VARVATES
Dates of Employment: 2008 - 2010

Job Responsibility:

- Event Planner
- Operation Manager
- bartender

Skills

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