

Shaniah Idehen

Communication, organization, prioritizing, professional

Bloomfield, NJ

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732-874-4531

Highly motivated, with experience in customer service for over two years. Driven by education, willing to learn new things and expand my experience.

Authorized to work in the US for any employer

Work Experience

Guest Service Representative

Extended Stay Hotels - Woodbridge, NJ

March 2018 to July 2018

- Responsible for guest arrivals and departures
- run an organized front desk and schedule room cleanings
- answering guest's questions and fulfilling their needs while staying at the hotel
- guard as security of hotel and verifying ID

Seasonal Sortation Associate

Amazon.com - Avenel, NJ

November 2017 to January 2018

- Responsible for sorting packages
- scanning items
- assembling package orders for truck shipment

Shift Manager

Sonic Drive-In - Edison, NJ

March 2015 to September 2017

- Started as a front of house employee
- got promoted to shift manager
- responsible for overlooking schedule
- talking to customers/providing customer service
- lead all employees during my shift to ensure restaurant quality service

Education

Associate in Nursing

Union County College - Cranford, NJ

September 2017 to May 2019

High school or equivalent

John F Kennedy Memorial High school - Iselin, NJ

September 2013 to June 2017

Skills

Microsoft (4 years), Customer Service (3 years), Guest Service, Front Desk, Hostess

Certifications/Licenses

Microsoft Word

September 2013 to Present

Enrolled in a two month class for Microsoft word

Servers Test

Multiple Choice

- D 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
- C 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
- D 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

60%

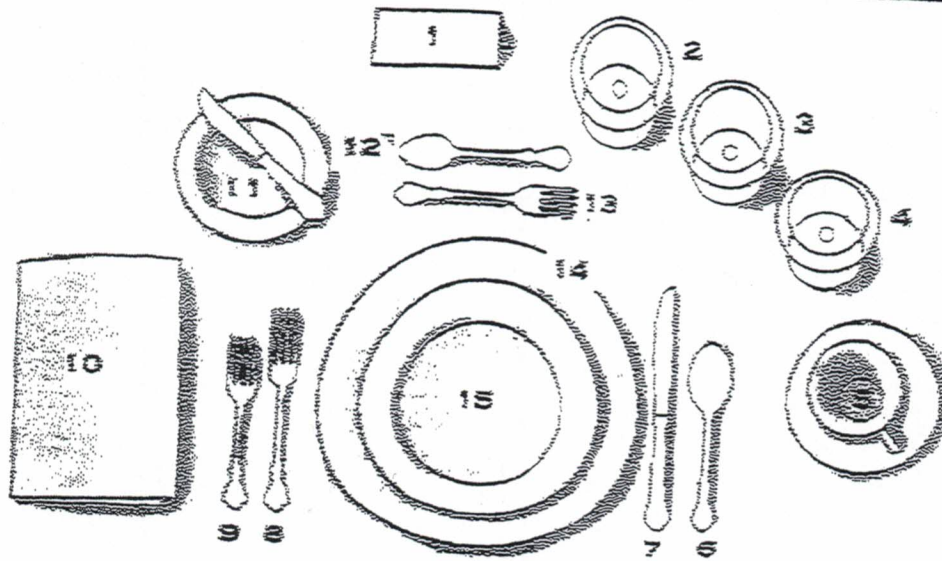
Match the Correct Vocabulary

- | | |
|--------------------------|--|
| <u>D</u> Scullery | 1. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | 2. 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 | 3. Used to hold a large tray on the dining floor |
| <u>G</u> French Passing | 4. Area for dirty dishware and glasses |
| <u>B</u> Russian Service | 5. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | 6. Used to open bottles of wine |
| <u>C</u> Tray Jack | 7. Style of dining in which the courses come out one at a time |

Name Shanich Idhen

Servers Test

Score 21/35



Match the Number to the Correct Vocabulary

- 10 Napkin
11 Bread Plate and Knife
1 Name Place Card
6x Teaspoon
13 Dessert Fork
12x Soup Spoon
5 Salad Plate
2x Water Glass

- 8 Dinner Fork
5 Tea or Coffee Cup and Saucer
7 Dinner Knife
3x Wine Glass (Red)
9 Salad Fork
14 Service Plate
4x Wine Glass (White)

Fill in the Blank

- * The utensils are placed 3 in inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? sugar, cream
3. Synchronized service is when: food is served all at once
* What is generally indicated on the name placard other than the name? relationship to the event
* 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?
Talk to the expeditor/chef