

Sarah Martinez

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Summary -----

- Individual who demonstrates the ability to complete tasks accurately despite interruptions and competing demands.
- Highly motivated individual with significant academic achievements and successful work ethics.
- Seeking a position with responsibilities where I can apply my people, problem solving, multitasking, and communication skills.
- Want to be part of an organization where I can leverage my strengths and demonstrate my drive to be successful.

Skills -----

- | | |
|--------------------------|--------------------------|
| - Adaptable | - Time Management |
| - Focused | - Bilingual |
| - Team player | - Customer Service |
| - Organized | - Microsoft Office Tools |
| - Cash handling accuracy | |

Work Experience -----

Domino's Pizza | Summit, NJ

Customer Representative Service

08/2017 - 08/2018

- Answered calls in a pleasant, clam voice and directed them to the proper individuals.
- Rotated stock items and ingredients to cultivate efficiency and freshness.
- Maintained a clean and orderly appearance throughout the kitchen.
- Maintained store areas in a neat and clean fashion for a professional appeal.
- Repeated orders to customers to ensure accuracy.
- Provided customers with payment information and processed credit card payments and cash transactions.

DG Dubon Florist | Union, NJ

Customer Representative Service

08/2018 - Current

- Arrange flowers for any occasion.
- Ensured cleanliness of facility.
- Handled customer concerns and process payment.
- Provided information about appropriate care and maintenance for various flowers.
- Unpacked stock as it comes in the shop.

Education and Training -----

Kean University | Union, NJ
Bachelor of Science in Progress in Accounting
2022

Summit High School | Summit, NJ
High School Diploma
2018
GPA 3.4

Additional Information -----
Reference available upon request

Multiple Choice

A B X 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

D C X 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 B X 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

B X 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

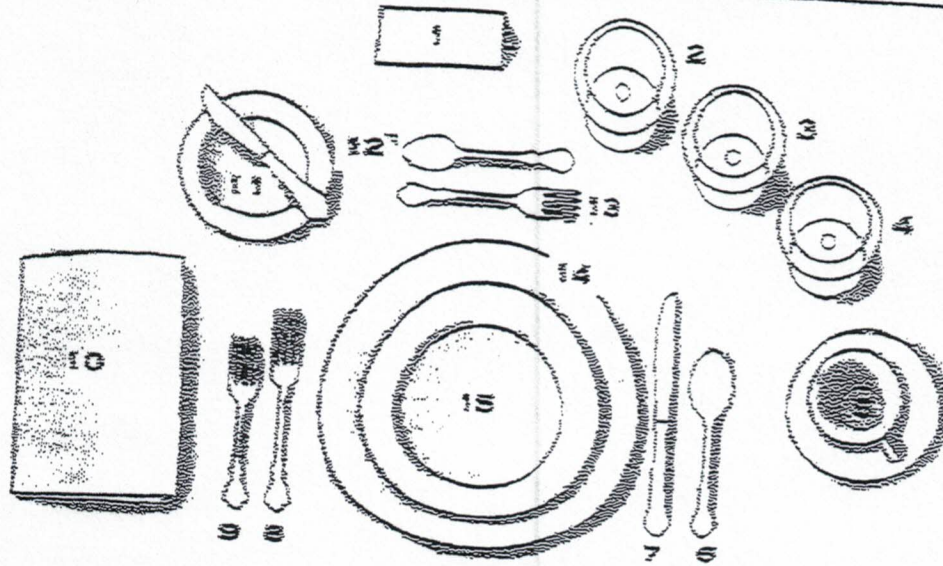
Match the Correct Vocabulary

- D Scullery
- CX Queen Mary
- A B Chaffing Dish
- B French Passing
- G Russian Service
- F Corkscrew
- EX Tray Jack

- X 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)
- Z Used to hold a large tray on the dining floor
- Z Area for dirty dishware and glasses
- Z Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- P Used to open bottles of wine
- Z Style of dining in which the courses come out one at a time

Servers Test

Name Sarah Martinez
Score /35



Match the Number to the Correct Vocabulary

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

Fill in the Blank

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar and cream or milk.
- Synchronized service is when: when everyone receives their meals at the same time.
- 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? at 5.
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Show/tell them their options