

**Faalaniga Mativa**

424-533-2685

fmativa87@gmail.com

**SUMMARY**

Highly reliable self-starter who can be counted on to complete assignments with little to no supervision. Experienced in booking, Customer Service and General Office Support. Motivated to learn and grow in responsibility and business skills. Works well in high stress and fast-paced environment skills who is a natural leader.

**SKILLS AND ABILITIES**

- Customer Service; Clerical Administrative; Front Desk Reception; Clerk
- Appointment Scheduling; Computer Literate; Filing(Alpha-numeric); Entry Level
- Type 60+wpm; Data Entry; General Office Machines; Multi-line Phone; Payroll
- Documenting/Recording Information; Switchboard; Electronic Mail; 10-key

**EMPLOYMENT HISTORY**

Aerotek, Forever 21, Lincoln Heights CA 03/15/2018 - 05/29/2018

- Upc, Customer Service, Counting Items, etc.

Randstad, Logistics Corp., La Mirada CA 09/2016-03/2017

- Keying; Customer Service; Packing, Scanning; etc.

Merrill, Receptionist Asst., La Mirada, CA 03/2016-07/2016

- Checking and Proofreading Ballots, Customer Service, Data Entry, Cleaning Area, etc.

Select Staffing, King's Hawaiian, Torrance, CA 10/2015-02/2016

- Baking Bread, Packaging, Sorting Dough, Cleaning Area, etc.

Randstad Staffing, Newgistics, Irving, TX 02/2015-08/2015

- RF Scanner, Unloading trucks, Keying Codes, Customer Service, etc.

FEDEX, Clerk, Irving, TX. 06/2014-12/2014

- Keying in Codes, Sorting Mail, Carrying 50lbs, Package Handling, Loading and Unloading Trucks, Packages and Parcels Handling and Stacking of Boxes, Keeps Records of completed jobs, Scanning

Luxor Staffing, Cell Phone Repair, Carrollton, TX. 02/2014-06/2014

- Check Cell Phones for Water Damage, Check for Damages in and on phone, Customer Service, Clerk, Entry Level

Self Employed, Party Organizer, Compton, CA 03/2009-12/2012

- Coordinate Services for events, such as accommodation and transportation for participants, facilities, catering, signage, displays
- Consult with customers to determine objectives and requirements for events such as weddings and birthdays, Prepare a variety of foods according to customers' orders

USPS, Clerk/Customer Service, Bell, CA 05/2006-02/2007

- Maintained accurate records of deliveries, Recorded address changes and redirect mail for those addresses, Kept records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken

MLK JR. HOSP., Receptionist, Compton, CA 04/2001-09/2001

- Answered busy multi-line telephones and schedule, Responsible for paperwork and maintaining office files, Operated telephones switchboard to answer, screen and forward calls, providing information, taking messages and scheduling appointments



**EDUCATION**

Everest, Medical Assistant, Gardena, CA

David Starr Jordan High School, Diploma, Long Beach, CA

**REFERENCES**

Available Upon Request



## Multiple Choice (1 point each)

D**1) A gallon is equal to \_\_\_\_\_ounces**

- a. 56
- b. 145
- c. 32
- d. 128

C**2) Mesclun are what type of vegetable?**

- a. Roots
- b. Beans
- c. Salad Greens
- d. Spices

D**3) What does the term braise mean?**

- a. Sear quickly on both sides
- b. Slowly cook in covered pan with little liquid
- c. Cook on high heat and quickly
- d. Slowly cook in simmering water

B**4) At what internal temperature must chicken be cooked so that it is safe to eat?**

- a. 155 degrees F
- b. 165 degrees F
- c. 175 degrees F
- d. 185 degrees F

A**5) How do you blanche vegetables?**

- a. Immerse for a short time in boiling water
- b. Cook lightly in butter over med heat
- c. Soak in cold water overnight
- d. Rub with salt before cooking

D**6) Which of the following ingredients would you pack before measuring?**

- a. Olive Oil
- b. Salt
- c. Brown Sugar
- d. White Sugar

A**7) What is Al Dente?**

- a. Firm but not hard
- b. Soft to the touch
- c. Very hard
- d. Very soft

B**8) Food should be left out no more than**

- a. 2 hours
- b. 3 hours
- c. 4 hours
- d. 5 hours

B**9) Which is the improper way to thaw frozen food?**

- a. In the fridge
- b. In a sink with cold water
- c. On the counter
- d. In the microwave

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## Prep Cooks Test

A 10) Which of the following can you use to put out a grease fire?

- a. Baking Soda
- b. Baking Powder
- c. Flour
- d. Water

B 11) What is the temperature range of the danger zone?

- a. 25-135
- b. 40-140
- c. 50-160
- d. 30-130

D 12) Which of the following is listed from smallest to largest?

- a. Dice, chop, mince
- b. Mince, chop, dice
- c. Chop, dice, Mince
- d. Mince, dice, chop

C 13) Which direction should pan handles be turned while cooking on the stove?

- a. Over the fire at all times
- b. Turned towards you for better control
- c. Turned towards the right or left at all times
- d. Over the countertop at all times

C 14) When you poach something, you cook it with what?

- a. Noodles
- b. Vegetables
- c. Liquid
- d. Oil

B 15) Which spoon is used to remove fat from soups and stews?

- a. Basting Spoon
- b. Ladle
- c. Slotted Spoon
- d. Portion Spoon

B 16) Which of the following means to cook in a small amount of fat?

- a. Season
- b. Sauté
- c. Broil
- d. Boil
- e. Fry

A 17) What is a Julien cut?

- a. Food cut into long thin strips, matchstick
- b. Food cut into long thin strips then turned and cut into a 1/8' dice
- c. Food diced into finely chopped and uniform pieces
- d. Cutting and peeling into oblong seven sided football like shapes

C 18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.

- a. Sweat
- b. Boil
- c. Roast
- d. Grill

Fill-in the Blank (1 point each)

## Prep Cooks Test

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19) Salt & Pepper are the basic seasoning ingredients for all savory recipes.

20) Dice : to cut into very small pieces when uniformity of size and shape is not important.  
Chop



Multiple Choice

A 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

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

B 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

G 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

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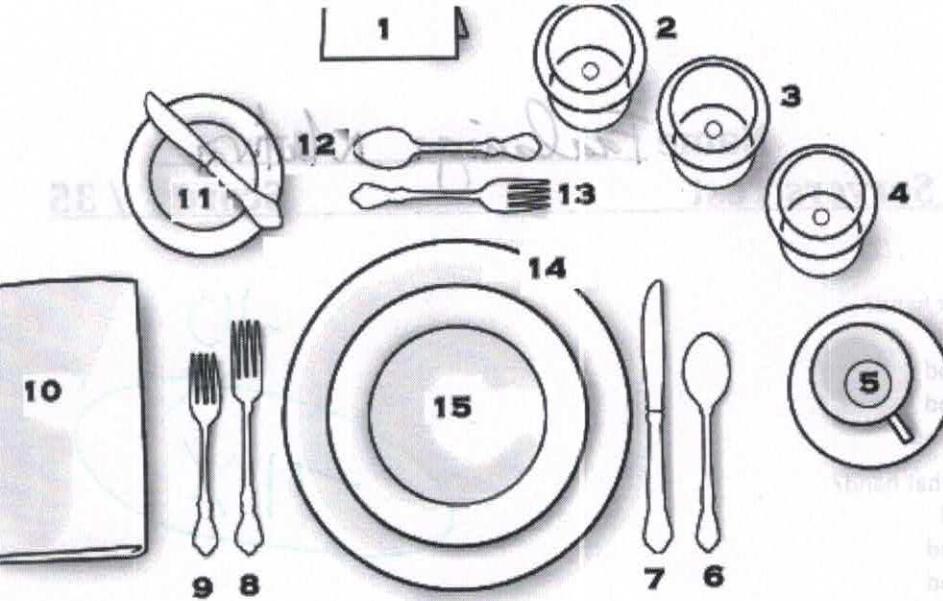
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Score / 35

Match the Number to the Correct Vocabulary

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

10 Napkin  
 11 Bread Plate and Knife  
 1 Name Place Card  
 12 Teaspoon  
 13 Dessert Fork  
 14 Soup Spoon  
 15 Salad Plate  
 4 Water Glass

Fill in the Blank

1. The utensils are placed 1-2 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? Sugar & Honey

3. Synchronized service is when: you chose the best service style for the event.

4. What is generally indicated on the name placard other than the name? Position, Company, etc

5. The Protein on a plate is typically served at what hour on the clock? Three to Nine o'clock

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

Politely let them know if those items doesn't. all they want & let the Chef know. If not, let the customer know it isn't on the menu.