

12/28
4pm

Recd
12/26

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SUPPORT SPECIALIST | EVENT COORDINATOR | HOSPITALITY MANAGEMENT

Reliable and collaborative Administrative and Business support professional with over 10 years' experience in building and maintaining strong relationships that lead to win-win results. Proven track record of excellent customer service and exceptional interpersonal skills.

AREAS OF EXPERTISE

Coordination | Scheduling | Organization | Supervision of Small Staff | Event / Meeting Planning | Client & Vendor Relations | Research | Investigation | Data Analysis | Collaborator | Marketing & Sales | Interpersonal Skills | Contract Negotiation | Contract Management | Project Processing | Implementation Functions | Monitor / Follow-up / Track | Document Management (Filing, Archiving, Scanning, Copying, Faxing) | Requirement Collection / Gathering | Reports | Written & Verbal Communications | OSHA Certified | Incident Management Certified | CPR

Tools: MS Office Suite 2016 (Outlook, Word, Excel, PowerPoint, Access, SharePoint), QuickBooks 2015

EDUCATION

Avtech Institute of Technology, South Plainfield, NJ – In Progress

Microsoft Office Specialist: Word, Excel, PowerPoint and Outlook

Computerized Financial Accounting: Basic Accounting (General Ledger, Accounts Payable, Accounts Receivable, Financial Statements) and Quick Books

Somerset County Emergency Service Training Academy – 2018

OSHA, ICS, First Aid & CPR (CERT)

Roberts-Walsh Business School, Union, NJ

Associates Degree, AA, Business Management

EXPERIENCE

COMCAST CABLE., SOMERSET, NJ

2003 – 2017

Customer Service / Sales Center

- Began as Customer Service Rep that led to Front Desk Walking Center Specialist and lastly to Sales and Marketing Associate where managed satellite office by providing direct interactive customer service support.
- Created and designed new office floor layout in accordance to the new company policies and guidelines thus ensured compliant.
- Created and implemented work flow and office procedures that led to increase productivity and customer relations meeting monthly quotas by 80+%.
- Contracts for service and maintenance (disposables and office supplies).
- Showcased products and educated consumer of products/services benefits and attributes leading to increase sales between 90-100% monthly.

- Effectively work conjunctually with other departments in research of accounting issues that resulted in increase of sales and revenue.
- Responsible for money exchange, logging information creating excel spread sheets for office supplies, outgoing and incoming mail.
- Deliver extensive troubleshooting & technical support.

AMERICAN AIRLINES, NEWARK INTERNATIONAL AIRPORT

1995 – 2012

Admirals Club / Special Services Representative

- Promoted from Ticket Agent to Premium Services where provided superior customer service for premium and high profile customers.
- Managed all logistics, planning and coordination for major clienteles which included meet / greet, escort to club and flight, contracts, scheduling events and conference room, and all other amenities.
- Oversaw and managed the ticketing, fares and flight information desk.
- Developed and implemented procedures, policies, and standards for the department resulting in smooth workflow and streamline procedures.
- Consistently achieved sales goals for memberships / conference rooms by 100% monthly.
- Created and maintained quarterly and monthly department schedules.

VOLUNTEER / ACTIVITIES

- Franklin Township Food Bank, Local PBA 154, Somerset, NJ – 2018 – Present
Volunteer and Fundraising Assistant
- CERT, Somerset County, NJ – 2018 – Present
Team member assisting the Emergency Management.
- First Aid Squad, Kendal Park, NJ – 2018 – Present

Servers Test

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

D 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 B 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 B 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 expediter 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 Chafing 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

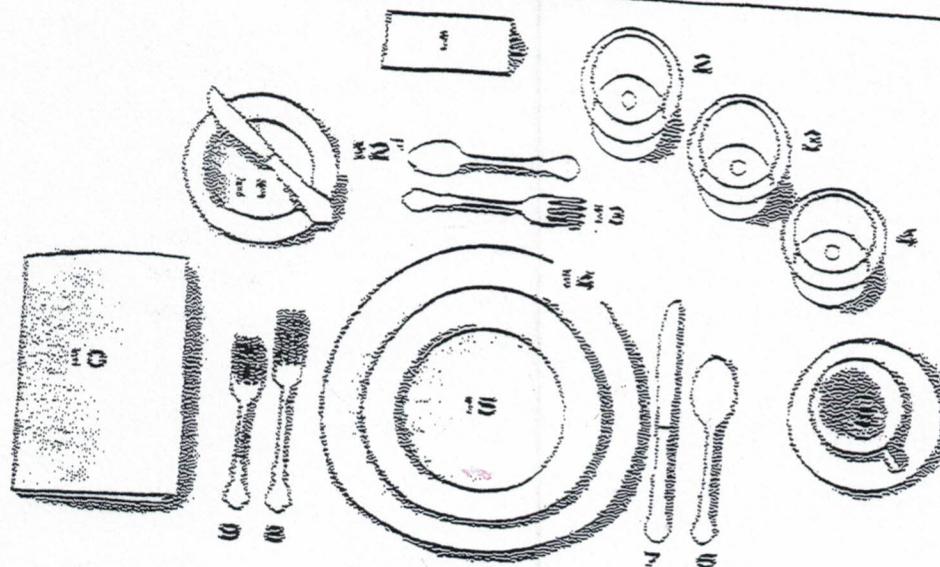
F. Used to open bottles of wine

E Tray Jack

G. Style of dining in which the courses come out one at a time

Name _____
Servers Test

Score / 35



Match the Number to the Correct Vocabulary

- 10 Napkin
- 11 Bread Plate and Knife
- 1 Name Place Card
- ✓6 Teaspoon
- 12 Dessert Fork
- 10/12* Soup Spoon
- 15 Salad Plate
- ✓24 Water Glass

- 8 Dinner Fork
- 5 ~~6~~ Tea or Coffee Cup and Saucer
- 7 Dinner Knife
- ✓12 Wine Glass (Red)
- 9 Salad Fork
- 14 Service Plate
- 3 Wine Glass (White)

Fill in the Blank

1. The utensils are placed 4 inch(es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Dessert sugar milk : creamer
3. Synchronized service is when: Multiple Dishes served at once
4. What is generally indicated on the name placard other than the name? Type of Extra
5. The Protein on a plate is typically served at what hour on the clock? 2 hours after Reception
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Check with the Kitchen & Chef