

Jaclyn M. Youngblood

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OBJECTIVE: To secure a position with your company and to use my organizational talents and communication skills to better serve the local community.

EDUCATION:

San Diego State University

May 2013 - Bachelor's Degree: Communication

Study Abroad: Communication in Europe

Summer 2012 - Organizational Communication and Rhetorical Theory

Prince George's Community College

May 2011 - Associate's Degree: Speech Communication

EMPLOYMENT:

Server, RockBass Grill, Wormleysburg, PA

June 2017 – November 2018

- Provided excellent customer service to patrons with exceptional knowledge of menu, seafood, beverages, and company.
- Acted as the last line of defense ensuring orders were correct before leaving the kitchen.
- Ensured that all areas of the company were met satisfactory when opening and closing.

Nanny/Babysitter, Urbansitter, San Diego, CA

January 2013 – May 2017

- Changing diapers, warming bottles, making meals, and assisting in sleep schedules.
- Monitoring reading, homework assignments, behavior, and daily routines.
- Interacting and entertaining through sports, arts and crafts, literature, and technology.

Sales Associate/Key Holder, BootWorld, San Diego, CA

June 2013 – June 2016

- Full knowledge of retail brands, including clothes, shoes, and inventory.
- Checked-in merchandise, processed transfers, regulated purchases, straightened and cleaned store, all while ensuring a neat and friendly retail appearance.
- Creatively changed store layout according to new arrivals and space.

Dietary Aid Specialist, Clinton Nursing and Rehabilitation Center, Clinton, MD

September 2007 – May 2011

- Prepared specialized diet breakfast and lunch meals for elderly patients.
- Served and collected each patient's tray and washed and dried dishware.
- Ordered supplies and tracked food shipments.

AWARDS AND AFFILIATIONS:

- Dean's List, Phi Kappa Phi Honor Society, Civil Core, Speech and Debate Team, Study Abroad, Students for Public Health, Phi Theta Kappa Honor Society, First-Aid, and AED certified, Livescan Fingerprinting, American Red Cross Volunteer, American Red Cross, Speaker at Los Peñasquitos Elementary School, Reading Tutor at Loma Portal Elementary School.

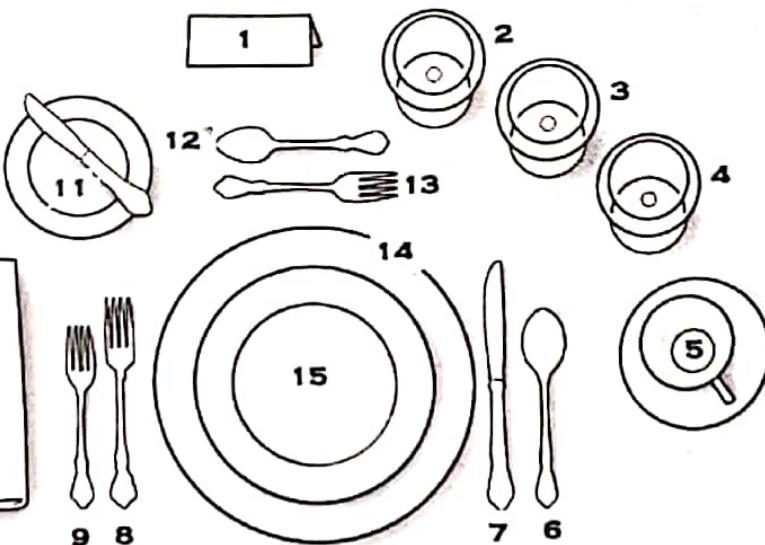
Multiple Choice

- 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

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

<input checked="" type="checkbox"/>	Metal buffet device used to keep food warm by heating it over warmed water
<input checked="" type="checkbox"/>	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)
<input checked="" type="checkbox"/>	Used to hold a large tray on the dining floor
<input checked="" type="checkbox"/>	Area for dirty dishware and glasses
<input checked="" type="checkbox"/>	Large metal shelving unit for prepared food to be held or for dirty trays to be stored
<input checked="" type="checkbox"/>	Used to open bottles of wine
<input checked="" type="checkbox"/>	Style of dining in which the courses come out one at a time



Score / 35

Match the Number to the
Correct Vocabulary

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

<u>10</u>	Napkin
<u>11</u>	Bread Plate and Knife
<u>1</u>	Name Place Card
<u>6</u>	Teaspoon
<u>13</u>	Dessert Fork
<u>12</u>	Soup Spoon
<u>15</u>	Salad Plate
<u>2</u>	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? milk, sugar, spoon.
3. Synchronized service is when: all together N/A?.
4. What is generally indicated on the name placard other than the name? N/A?.
5. The Protein on a plate is typically served at what hour on the clock? N/A?.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Let the kitchen know the allergy request; give them options..