

# JOHANA LAMBERTI

MARKETING & CUSTOMER SERVICE

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**Highly energetic with a superb customer service record and aptitude for training new staff. Adept at handling every type of customer with grace, charm, and professionalism.**



## SKILLS

Strong Work Ethic - Team Player - Great Computer Skills - Positive Attitude  
Event Catering & Coordinator - Fluent in English & Spanish - High Energy

### Connolly Family Nanny

San Diego

California

Jan 2017 - Present

## EXPERIENCE

- Cultural exchange
- Caring for 4 children
- Food preparation, help with school tasks, project preparation, accompaniment to special events, sports and outdoor activities
- Spanish Teachings

### +57 Nightclub

Bogotá, Colombia

Jan. 2015 – Sept. 2016

### Bartender / Server / Public Relations

- Extensive Customer Service with VIP clientele at the bar and table service
- Consistently kept bar and work areas clean and sanitary in compliance
- Marketed, prepared & served specialty drinks with exceptional customer service
- Organized weekly club events and company parties
- Designed club's weekly newsletter and deployed it via Mailchimp mailing platform.
- Coordinating DJ bookings and managed payments to club's vendors
- Effectively handled customer complaints and special requests
- In charge of publishing Facebook and Instagram updates daily

### Datanalisis

Caracas,

Venezuela

July 2014 – Dec. 2015

### Event Organizer / Business Administrator

- Prepare a budget for events
- Event coordination and logistics
- Generate database of the participants of the events.
- Visit to potential prospects for sale and exchange of sponsorships
- Development of sales strategies and objectives
- Programming visits to potential prospects and sending business letters
- Managing the portfolio of A-rank clients, making commercial visits, maintaining the account, promoting new products and services
- Close new contracts
- Sale of Event Sponsorships

## EDUCATION

### Bachelor's Degree in Business Marketing and Advertising

Instituto Universitario Técnico Américo Vespuco (Caracas, Venezuela - 2008-2013)

**\*References available upon request**

Name Johann E. Lambert

**Servers Test**

Score / 35

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