

Kuni Stearns
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EDUCATION

Grossmont Community College Associate of Science Degree Business Administration
Patrick Henry High School Diploma with Academic Distinction

EMPLOYMENT

- McAlister Institute Thrift Store 09-2018 to 11-2018
993 East Main Street, El Cajon, CA 92021 619 442-0212
Volunteer
Duties: Intake of Donations Merchandising display on sales floor, clean & prep back of the house for new arrivals.
 - Best Western Courtesy Inn (now a Sure Stay Plus by BW) 2002 to 0915-2008
1355 East Main St, El Cajon, CA 92021 619 440-7378
Assistant Manager, Front Desk Clerk, & Team Assist Agent
Duties: Create an Auspicious Experience towards Guests, Staff & Vendors Guests, Staff & Vendors; Moderate Front Desk; Manage Rooms-discipline; and Assist Housekeeping. Anticipate to resolve issues prior to their emergence. Integral Aide in Renovations and Hotel Management System Upgrades.
Attended Best Western's Corporate GM Training workshop.
 - Ramada Hotel & Conference Center by Wyndham San Diego North 2000 to 2001
5550 Kearny Mesa Road San Diego, California 92111 858 278-0800

Front Desk Agent

Duties: Extend Positive service towards Guests, Staff & Vendors; Operate Front Desk.

- Embassy Suites by Hilton San Diego La Jolla **1996 to 1999**
4550 La Jolla Village Drive, San Diego, California, 92122 **858 453-0400**

Front Desk Agent

Duties: Provide superlative service towards Guests, Staff & Vendors; Operate Front Desk; Issues resolution.

- Barnes & Noble Hazard Center 1993 to 1996
7610 Hazard Center Drive #315, San Diego, CA 92108 619 220-0175

Cash Supervisor, Returns Specialist, Bookseller

Duties: Provide positive experiences for Customers, Staff & Vendors; Operate Cashiers' area; Issues

Multiple Choice

B 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

P 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

C 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

L 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

A 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

S Scullery

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

Q 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

F French Passing

— D. Area for dirty dishware and glasses

R Russian Service

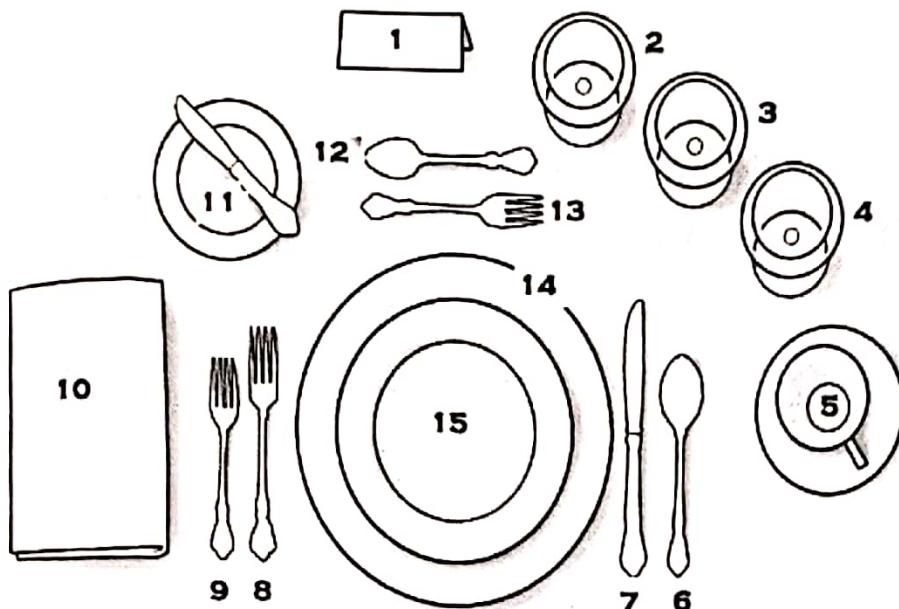
— E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

C Corkscrew

— F. Used to open bottles of wine

T Tray Jack

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



STAFF SKILL

Score 135

Match the Number to the
Correct Vocabulary

<u>8</u>	Dinner Fork
<u>5</u>	Tea or Coffee Cup and Saucer
<u>10</u>	Dinner Knife
<u>4</u> <u>15</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Service Plate
<u>3</u> <u>2</u>	Wine Glass (White)

10 Napkin

11 Bread Plate and Knife

1 Name Place Card

12 Teaspoon

13 Dessert Fork

6 Soup Spoon

15 Salad Plate

7 Water Glass

Fill in the Blank

1. The utensils are placed 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? BEVERAGE CREAM SUGAR Condiments Substitute
3. Synchronized service is when: All course is presented at same time.
4. What is generally indicated on the name placard other than the name? DEMONSTRATION.
5. The Protein on a plate is typically served at what hour on the clock? 6.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Obtain the parameters of their needs (allergies, etc) then properly convert to the prep areas so as to not misinterpret or lose info in translation.