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Kuni Stearns

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Grossmont Community College Associate of Science Degree Business Administration

Patrick Henry High School Diploma with Academic Distinction

- **McAlister Institute Thrift Store**
993 East Main Street, El Cajon, CA 92021

09-2018 to 11-2018

619 442-0212

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

2002 to 0915-2008

619 440-7378

Assistant Manager, Front Desk Clerk, & Team Assist Agent

Duties: Create an Auspicious Experience towards Guests, Staff & Vendors Guests, Staff & Vendors; Operate 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

2000 to 2001

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

1996 to 1999

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

1993 to 1996

619 220-0175

Cash Supervisor, Returns Specialist, Bookseller

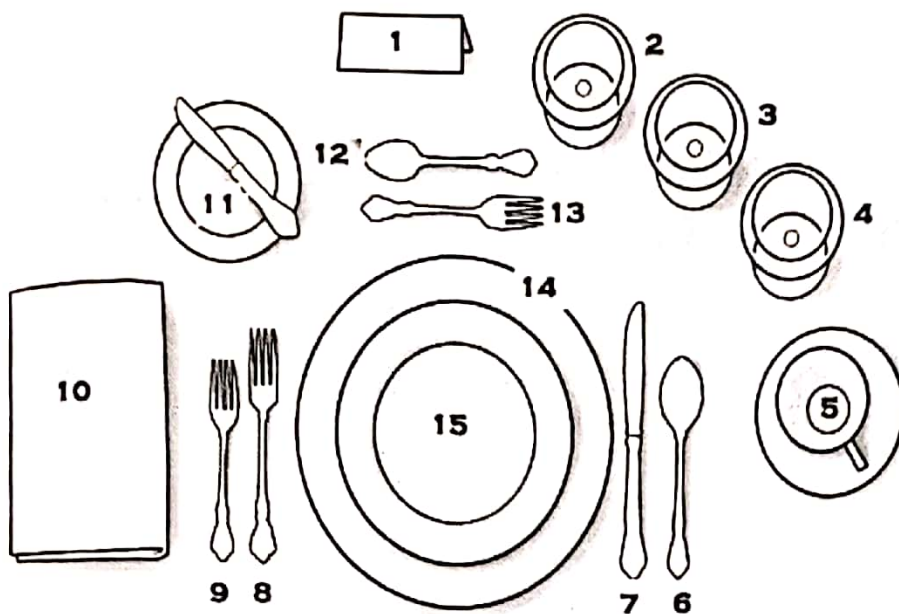
Duties: Provide positive experiences for Customers, Staff & Vendors; Operate Cashiers' area; Issues

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
- 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
- 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
- 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 expeditor that you need a different entrée

Match the Correct Vocabulary

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



SEAR'S SKILL

Score / 35

Match the Number to the Correct Vocabulary

- 3 Dinner Fork
 5 Tea or Coffee Cup and Saucer
 10 Dinner Knife
 4 3 Wine Glass (Red)
 9 Salad Fork
 14 Service Plate
 3 2 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
 2 Water Glass

Fill in the Blank

- The utensils are placed 1 inch(es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? BEVERAGES, CANDIES, CREAM, SUGAR
- Synchronized service is when: ALL COURSE IS PRESENT AT SAME TIME
- What is generally indicated on the name placard other than the name? ORGANIZATION
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
OBTAIN THE PARAMETERS OF REQUEST (ALLERGENS, ETC) THEN PROPERLY CONVEY TO THE PREPARERS SO AS TO NOT MISINTERPRET OR LOSE INFO IN TRANSMISSION.