

Cinthia Zelaya

ELIZABETH, N.J, 07206, U.S.A . . (908)943-2185

PROFILE

Certified Patient Care Technician with some clinical experience and extensive knowledge in customer service. I seek to improve patient quality through exceptional daily care, and problem solving.

EMPLOYMENT HISTORY

Kitchen Staff, Alaska General Seafoods

Jun 2018 – Jul 2018, Naknek

- Maintained clean kitchen counters and restrooms.
- Washed the cooking pots, trays, and dishes.
- Swept and mopped floors.
- Maintained friendly and professional customer interactions.

Customer Sales Representative, Perfumes 4 U

Apr 2018 – Jun 2018, Elizabeth

- Performed financial transactions and store inventory.
- Received and processed cash and credit card payments for in store purchases.
- Shared product knowledge with customers while making personal recommendations.
- Worked as a team member to provide the highest level of service to customers.

Food Service Cashier, Hong Kong Gourmet Kitchen

Jul 2011 – Aug 2017, Elizabeth

- Took and delivered orders.
- Assisted with food preparation.
- Kept the restaurant front and back area clean and well-stocked.
- Guided and solved queries of customers.

EDUCATION

New Educare Institute of Healthcare

Aug 2017 – Nov 2017, Newark

- Phlebotomy Technician
- Patient Care Technician
- Clinical Medical Assistant
- EKG Technician

DETAILS

331 Doyle St.

Elizabeth, N.J, 07206,
U.S.A

(908)943-2185

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SKILLS

Customer Service

Motivated team player

LANGUAGES

Spanish

English

C 1) After washing your hands, which item should be used to dry them?

- a) Clean apron
- b) Sanitized wiping cloth
- c) Single use paper towel
- d) Common used cloth

C 2) While washing dishes by hand, which item should you wear?

- a) Cutting glove
- b) Oven Mitt
- c) Rubber glove
- d) Nothing

D 3) When should you wash your hands?

- a) Before you start work
- b) After handling non-food items (garbage, money, cleaning chemicals)
- c) After using the restroom
- d) All of the above

b 4) If you need to move a heavy load, you should PULL and not PUSH the object.

- a) True
- b) False

C 5) Which of the following could you be at risk for getting burned from?

- a) Steam from boiling pots
- b) Hot liquids (coffee, soup, tea)
- c) Hot equipment (ovens, pots, chafing dishes)
- d) Harsh chemicals
- e) All of the above

A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.

- a) True
- b) False

C 7) What should you do if you spill liquids or see a liquid spill?

- a) Leave it for someone else to clean-up
- b) Wait until the end of your shift to clean it
- c) Flag the spill and clean it immediately
- d) Not sure

CA 8) When handling hot items you should?

- a) Wear rubber gloves
- b) No need to wear anything
- c) Use an oven mitt or dry cloth towel
- d) Nothing

A 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?

- a) Rinsing
- b) Scraping
- c) Washing
- d) Sanitizing

C 10) What is the proper method for cleaning and sanitizing stationary equipment?

- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
- b) Spray with a sanitizing solution, then rinse with clean water and dry
- c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
- d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution

Servers Test

Multiple Choice

B

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

B

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

D

Scullery

E

Queen Mary

A

Chaffing Dish

B

French Passing

G

Russian Service

F

Corkscrew

E

Tray Jack

A

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

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)

C

Used to hold a large tray on the dining floor

D

Area for dirty dishware and glasses

E

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

F

Used to open bottles of wine

G

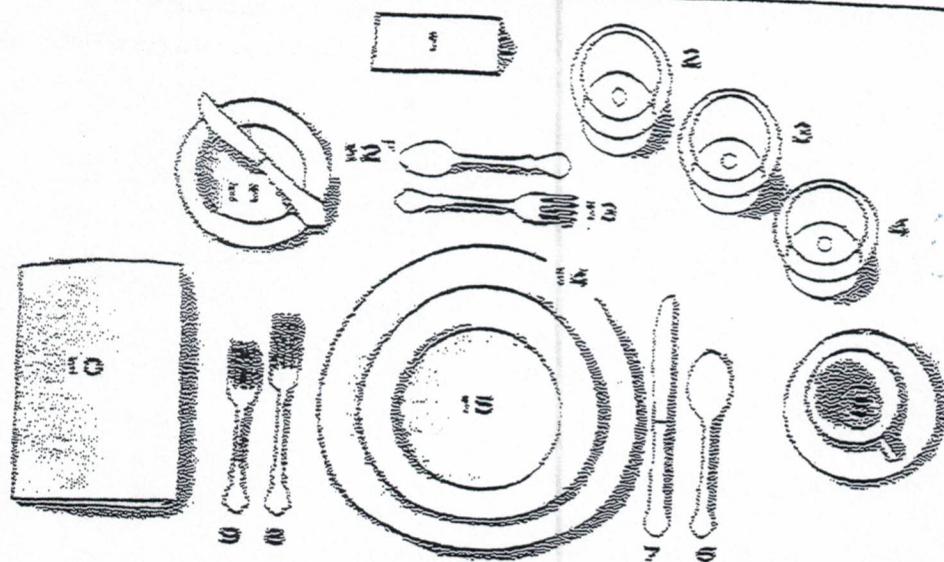
Style of dining in which the courses come out one at a time

51%

Name _____

Score / 35

Servers Test



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin
<u>11</u>	Bread Plate and Knife
<u>12</u>	Name Place Card
<u>13</u>	Teaspoon
<u>14</u>	Dessert Fork
<u>15</u>	Soup Spoon
<u>16</u>	Salad Plate
<u>4</u>	Water Glass

<u>8</u>	Dinner Fork
<u>5</u>	Tea or Coffee Cup and Saucer
<u>7</u>	Dinner Knife
<u>2</u> <u>3X</u>	Wine Glass (Red)
<u>9</u> <u>12X</u>	Salad Fork
<u>14</u>	Service Plate
<u>32X</u>	Wine Glass (White)

Fill in the Blank

1. The utensils are placed 8-10 inches inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream and/or sugar
3. Synchronized service is when: More than just one server is serving that table Served at once.
4. What is generally indicated on the name placard other than the name? table number
5. The Protein on a plate is typically served at what hour on the clock? Dinnertime 6pm
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Make sure it's on the menu, and ask if they have any allergies. Ask the chef