

Dec 12
2017

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11am

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ALEXIS JADE BAUSCH

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PERSONAL

I am a highly motivated, hardworking, and dedicated 25 year old woman. I have always had an ambition to grow, both my own self and in my work. Every job I have had in the past I applied myself 110% of the time and have had an outstanding status with my employers, as well as customers. I am very friendly and outgoing which has come in handy having worked customer service for years. I am talented in multitasking, organization, cleanliness, and overall attention to detail in every way possible. I am currently hoping to work in the field of my choice, that being Phlebotomy, for which I have recently completed my certification for. I am excited and eager at the opportunity to begin working on my career path, and future!

EXPERIENCE

Olive Garden, Woodbridge, NJ

Hostess/Server - August 2017 to Present

- Greet and direct incoming customers to the designated areas. Take orders, input those to the kitchen staff, deliver meals/items upon completion to tables. Input orders with the computer system, properly account the bills and register all accounts upon completion.
- During my time working for Olive Garden, I have been responsible for large amounts of money from customers ranging from Takeout orders to serving the tables for in house guests. While seating incoming guests, I was responsible for the lay out of the tables and the sections of the servers working in said sections, as well as communicating with the kitchen staff for takeout and assisting my co-workers.

Tractor Supply Warehouse, Roanoke Rapids, NC

Cashier/Customer Service - August 2016 to July 2017

- Ring up purchases, and finalize sales. Assist customers in terms or location of items in the store layout. Certified to operate Forklift. Occasionally vaccinate animals/pets brought in by customers. Stocked and accounted store inventory.
- During my time with Tractor Supply Warehouse I was responsible for multiple types of work, from cashing customers out and finalizing transactions to vaccinating customers animals that were brought in. My time here had helped me focus my customer service skills, multitasking capabilities, as well as knowledge and use of medical instruments.

AAA, Roanoke Rapids, NC

Dispatch – January 2014 to June 2016

- Take calls from the road, whether it be customers with an emergency or drivers looking for specific destination/customers. Had to be able to organize, document and coordinate drivers/responders with customers. (to include time estimates/delays, other emergencies, and any other extenuating factors that may have come into play.)
- Working with AAA was an experience working in an extremely fast paced and multi-party organization. As well as having to deal with distraught customers and their family on occasion. Customer service, multi tasking, and ability to concentrate in emergency based situations were very important here, in which I learned and excelled at.

EDUCATION

E&S Academy – Elizabeth, NJ

CDM Technical School for Medical Assistance – Woodbridge, NJ

- *[Certification never received due to organization shutdown.]*

High School Graduate – Rahway High School, Rahway, NJ

CERTIFICATES

- **Phlebotomy Technician Certificate** – Received from **E&S Academy** after completion of their technician program. *[Completed November 14th, 2018]*

References available upon request.

Servers Test

Multiple Choice

A

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

D A X

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

D Scullery

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

B Queen Mary

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

Used to hold a large tray on the dining floor

e French Passing

Area for dirty dishware and glasses

G Russian Service

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

F Corkscrew

Used to open bottles of wine

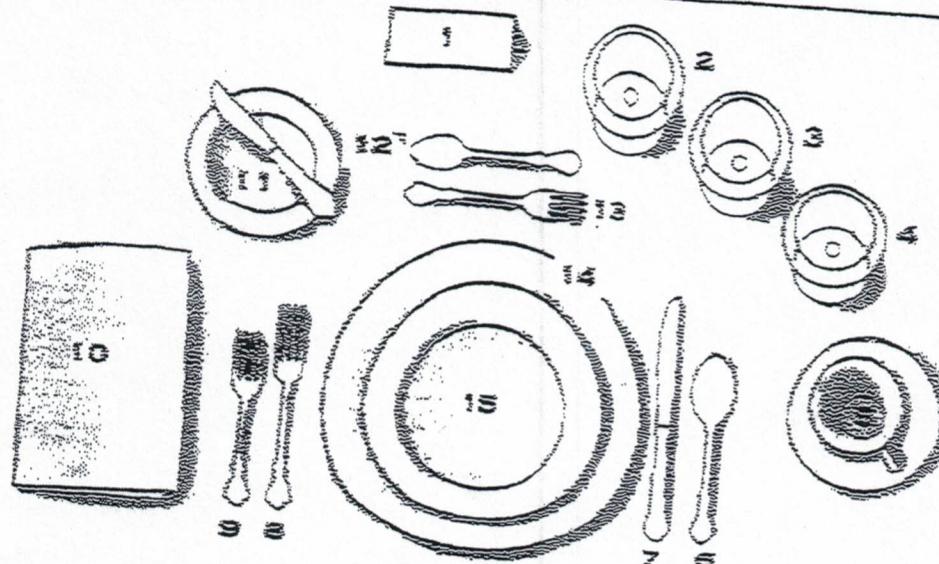
C Tray Jack

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

Servers Test

Name Alexis Baush

Score /35



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>9</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>10</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>11</u>	Wine Glass (Red)
<u>4</u>	Dessert Fork	<u>12</u>	Salad Fork
<u>5</u>	Soup Spoon	<u>13</u>	Service Plate
<u>6</u>	Salad Plate	<u>14</u>	Wine Glass (White)
<u>7</u>	Water Glass	<u>15</u>	

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 and sugar
3. Synchronized service is when: WORKING insync with your service partner
4. What is generally indicated on the name placard other than the name? WORKING insync with your service partner
5. The Protein on a plate is typically served at what hour on the clock? 5 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Inform the Chef