

Courtney
McPherson

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wed 2pm

FOCUS

People focused recent graduate seeking an opportunity to support a Firm/Company initiative within HR in a role where my diversity & inclusion background and strong interpersonal skills will be of value.

Diversity & Inclusion Social Media Management Event Setup / Outreach
Research / Data Analysis Verbal / Written Communication Excel / Microsoft Office Suite

EDUCATION

B.S. in Sociology — Coastal Carolina University, Conway, SC

Dec 2018

Relevant Coursework

Sociological Analysis, Human Resource Management, Marketing, Communication Activism, Social Justice

EXPERIENCE

Office of Intercultural & Inclusion Student Services (Coastal Carolina University)

09/2018 – 12/2018

Internship

- Tasked with revamping job postings for Horry County's 911 dispatch center in order to attract diverse applicants
- Worked with a team to develop appealing and inclusive slogan
- Created marketing flyers and pamphlets which featured diverse individuals with varying abilities
- Utilized Excel and other tools to analyze Survey results
- Created outlines for student forums / events related to biased incidents on campus
- Created PowerPoint presentations regarding Campus Diversity initiatives
- Served as office representative during campus events
- Answered student questions related to diversity and inclusion
- Provided general administrative support whenever necessary
- Created school activities related to psychology and oppression
- Served as a co-advisor for the African American Association Student Organization
- Published content on all social media channels (Instagram, Facebook, Twitter, Pinterest)

Dave & Buster's - Myrtle Beach, SC 05/2017 – 12/2018

Server

- Ensured customer satisfaction by employing active listening skills and remaining accessible
- Used exceptional interpersonal skills to establish instant rapport with guests and colleagues
- Anticipated needs of guests and colleagues then proceeded to resolve needs
- Adhered to food safety and restaurant cleanliness guidelines at all times

Express - Myrtle Beach, SC 10/2016 – 09/2018

Stylist

- Welcomed customers by greeting them; offering them assistance.
- Directed customers by escorting them to racks and counters; suggesting items.
- Advised customers by providing information on products.
- Helped customer make selections by building customer confidence; offering suggestions and opinions.
- Documented sales by creating or updating customer profile records.
- Processed payments by totaling purchases; processing checks, cash, and store or other credit cards.
- Kept clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.
- Contributed to team effort by accomplishing related results as needed.

Communication Station for Kids | Manalapan, NJ 09/2008 – 06/2011

Program Assistant

- Assisted children in building skills.
- Planned, evaluated and communication revised activities for the children.
- Supervised and evaluated students' work.
- Created certificates for program completion.

Manalapan Recreation Summer Camp 06/2009 – 08/2016

Lead Counselor

- Maintained organized, safe, and enjoyable camp experience for all participants
- Used effective de-escalation strategies to respond to camper behavioral issues
- Communicated pertinent information to parents and camp leadership
- Maintained accurate program records, incident reports, logbooks, and daily attendance sheets
- Assisted with guiding Junior Counselors towards deeper understanding of leadership and counseling skills
- Guided students in using technology to support research

VOLUNTEER EXPERIENCE

Court Street School Education Community Center 2009 – Present

- Create flyers for Community Events
- Serve as a greeter for various Art Shows, Cultural Events and Galas
- Serve as a Junior Coach for Orators – Public Speaking Club

Manalapan Arts Council 2009 – Present

- Serve as a greeter for various events
- Provide support for Manalapan Day, Community Concerts and all Art Council events

South Carolina Point & Time Homeless Count 2014- 2018

- Administer surveys to homeless people in shelters as well as on the streets
- Consolidate and analyze data concluded
- Rolling Forward Bikes for Homeless Initiative 2016- 2018
- Plan and host fundraisers to raise money for bicycles for the homeless
- Contact local businesses for donations

Dalton & Linda Floyd Family Teal Mentoring Program 2014 - 2016

- Mentor k-12 students
- Assist students with homework and other school assignments

References furnished upon request

Name Courtney McPherson

Servers Test

Score 25 / 35

Multiple Choice

- A D X 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 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

13%

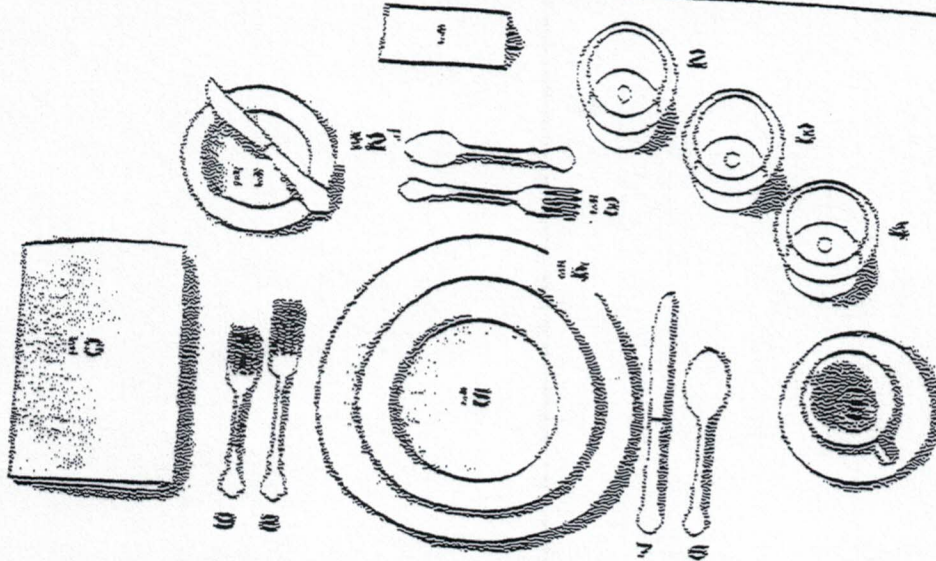
Match the Correct Vocabulary

- | | |
|---------------------------|---|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> 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) |
| <u>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>Gx</u> French Passing | D. Area for dirty dishware and glasses |
| <u>Bx</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 |

Servers Test

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Score /35



Match the Number to the Correct Vocabulary

- 10 Napkin
- 11 Bread Plate and Knife
- 12 Name Place Card
- 8 Teaspoon
- 6 Dessert Fork
- 15 Soup Spoon
- 4 Salad Plate
- 9 Water Glass

- 8 Dinner Fork
- 5 Tea or Coffee Cup and Saucer
- 7 Dinner Knife
- 2 Wine Glass (Red)
- 13 Salad Fork
- 14 Service Plate
- 3 Wine Glass (White)

Fill in the Blank

1. The utensils are placed 2 inch 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? sugar / dairy
3. Synchronized service is when: Everyone places at the same time
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? 3 o'clock 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? tell kitchen manager