

Jordan Young

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Job Objective: A career opportunity which will utilize my business, computer training, sales experience and leading to career growth.

Technology

Microsoft Word, Excel, PowerPoint and Outlook; Adobe Photoshop and Illustrator;
Shipping USPS/UPS/FedEx

EDUCATION

Orange Coast College, OCC Costa Mesa
CA Associates of Science Degree in Marketing

Costa Mesa,
May 2017

Related Courses:

Marketing Management	Management and Organizational Behavior
Consumer Behavior	Operations Management
Principles of Human Behavior	Marketing Research

SKILLS

Eager to meet and exceed goals. Dependable and punctual team member, customer service experience, POS system experience, ability to recommend products based on customers' needs. Great communication skills. Detail orientated and a problem solver.

EXPERIENCE

Steve Madden
Sales Associate

Newport Beach, CA
Oct. 2017 - August 2018

- Catered to customers' personal and holiday shopping needs
- Met and exceeded sales goals in a high volume store
- Recommended and up sold products whenever necessary

Restoration Hardware
Stock

Costa Mesa, CA
Dec. 2016 to May 2017

- Make sure work area is clean before and after work is performed.
- Attended sales/product educational workshops
- Supplied/delivered product to customers, Job consisted of heavy lifting on a daily basis.

Dishwasher Test

Score / 10

D / 1

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

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

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

D / 3

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

A / 4

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

- a) True
- b) False

E / 5

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

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

- a) True
- b) False

C / 7

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

C / 8

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

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

B / 10

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

-10/10
13.25

13.50

14.00

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

-P1

B 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 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

B 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 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

A Scullery

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

C 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)

D Chaffing Dish

C. Used to hold a large tray on the dining floor

F French Passing

D. Area for dirty dishware and glasses

E Russian Service

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

H 'Corkscrew

F. Used to open bottles of wine

G Tray Jack

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

HOW APPROACHABLE ARE YOU QUIZ

For each statement, place an "X" in the column that best describes you. Please answer questions as you actually are (rather than how you think you should be), and don't worry if some questions seem to score in the 'wrong direction'. When you are finished, use the answer key to score your answers and total at the bottom.

Statements To Answer	Not At All	Rarely	Sometimes	Often	Very Often	Score:
1. The negative feedback I give outweighs my positive feedback.			X			3
2. I step away from my desk and walk around to speak to my colleagues.		X				2
3. I smile at people, whatever their level in the organization.				X	X	5
4. When my colleague pitches an idea, I do not provide feedback.		X				4
5. I make time available to speak with team members.				X	X	4
6. I let my colleagues know where I will be if I am away from my desk.				X	X	4
7. I let negative emotions show when I receive bad news.	X					5
8. If I am talking to a team member and the phone rings, I halt the conversation to take the call.				X		2
9. I empathize with my colleagues' positions.				X		4
10. I do not make eye contact when talking to people.	X					5
11. I talk to each team member the same, whether they are thick skinned or sensitive.				X		2
12. I talk with my arms folded.		X				3
13. I do not complain.				X		3
14. I give team members my cellphone number.			X			3
15. I talk about my life outside work with my colleagues.			X			3
16. I provide a platform for ideas					X	5

Total: 59

COMMUNICATION SKILLS QUIZ

For each statement, place an "X" in the column that best describes you. Please answer questions as you actually are (rather than how you think you should be), and don't worry if some questions seem to score in the 'wrong direction'. When you are finished, use the answer key to score your answers and total at the bottom.

Statements To Answer	Not At All	Rarely	Sometimes	Often	Very Often	Score:
1. I try to anticipate and predict possible causes of confusion, and I deal with them up front.				X		—
2. When I write a memo, email, or other document, I give all of the background information and detail I can to make sure that my message is understood.				X		—
3. If I don't understand something, I tend to keep this to myself and figure it out later.		X				—
4. I'm surprised to find that people haven't understood what I've said.	X					—
5. I can tend to say what I think, without worrying about how the other person perceives it. I assume that we'll be able to work it out later.					X	—
6. When people talk to me, I try to see their perspectives.					X	—
7. I use email to communicate complex issues with people. It's quick and efficient.			X			—
8. When I finish writing a report, memo, or email, I scan it quickly for typos and so forth, and then send it off right away.			X			—
9. When talking to people, I pay attention to their body language.			X		X	—
10. I use diagrams and charts to help express my ideas.				X		—
11. Before I communicate, I think about what the person needs to know, and how best to convey it.				X	X	—
12. When someone's talking to me, I think about what I'm going to say next to make sure I get my point across correctly.				X		—
13. Before I send a message, I think about the best way to communicate it (in person, over the phone, in a newsletter, via memo, and so on).				X		—
14. I try to help people understand the underlying concepts behind the point I am discussing. This reduces misconceptions and increases understanding.				X		—
15. I consider cultural barriers when planning my communications.	X					—

Total: _____