

Alissa Contreras
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Summary of Qualifications:

Athletic, extensive knowledge of fitness studios and various systems used by each. High end Professional stylist, works well with others, outgoing, fashionable, great sales associate, personable, friendly, responsible, hard worker with great people skills, industry knowledge in customer service, fashion, art, fitness and the movie industry.

Rollin Hero Catering & Event Coordination, Los Angeles, CA

June 2018 to current

Rollin Hero offers full service event catering, design and total event management for weddings, social events, corporate functions and more.

As front of house it is my job to be the first welcoming face everyone sees

Set up of every event beforehand in a precise and exact manner

Being on time and having a strict schedule to stick to in order to have every event go smoothly and without a hitch

Serving food, deserts and drinks

Attending to guests by providing them with everything they could possibly need and to be able to anticipate those needs beforehand.

Always looking clean and professional

Helping wherever and whenever needed

Cleaning up and breaking down the event in a professional and timely manner

Last but not least excellent client service to provide a unique and unforgettable experience.

Mighty Pilates, Santa Monica, CA June 2018 to present

Front desk coordinator

Cleaning and keeping the studio tidy and ready for each class

Signing up new members and adjusting current members accounts

Answering the phone

Responding to client emails and resolving client and studio issues in a calm and collected manner

Closing and opening the studio each shift

Giving tours and answering any questions new members may have

Fluent in MINDBODY

Someone's in the Kitchen Catering & Event coordination, Los Angeles, CA

September 2017 to current

SITK offers full service event catering, design and total event management for weddings, social events, corporate functions and more.

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Wampanoag Country Club, West Hartford, Connecticut July 2015 to September 2016

Banquet server

Special events staff

Welcoming and accommodating each guest

Monitoring the club for cleanliness

Answering any and all guest

Secretarial work

Taking care of all important clients

Making sure that all clients are happy and satisfied with their experience

26 Beach, Venice, CA September 2009 to June 2010

Welcome and acknowledge dinning guests on arrival to the restaurant

Answer phones and make reservations

Seat dinning guest upon table availability

Acknowledge guest upon departure from the restaurant

Waitressing

Ugo An Italian Café, Culver City, CA May 2008 to August 2009

Welcome and acknowledge dinning guests on arrival to the restaurant

Answer phones and make reservations

Seat dinning guests upon table availability

Acknowledge guests upon departure from the restaurant

Waitressing

Education:

West LA College, Culver City, CA August 2012 to June 2015

Santa Monica Community College, Santa Monica, CA August 2009

Santa Barbara Community College, Santa Barbara, CA August 2011 to December 2011

Culver City High School Culver City, CA September 2005 to June 2009

Going above and beyond to make each client feel special and taken care of whether it is a private event or just a routine stop at the club.

LA Fitness, Marina Del Rey, CA June 2013 to October 2014

Membership advisor/ Sales

Creating personal and professional relationships with all clientele

Maintaining current members and ensuring their happiness and comfort within the club

Giving prospective members tour field recruitment for new members

Assisted with opening the playa Del Rey club

Answering phones and providing answers to any questions

Diesel Jeans, Santa Monica, CA January 2013 to June 2013

Specialty stylist

Welcome and acknowledge shoppers to the store

Help customers find what they are looking for

Keep store neat and in order

Monitor areas of the store

Protect store assets

Cashiering

Equinox, Marina Del Rey, CA December 2011 to April 2012

Membership advisor/ Sales

Creating personal and professional connections with current and prospective clients

Welcome and acknowledge gym guests upon arrival and departure

Answering phones

Secretarial work

Managing memberships

Keep lobby area clean and organized

Ximena Valero, Los Angeles, CA January 2012 to March 2012

Personal Assistant

Fashion Show coordinator

Design Apprentice

Assisting in product design

Killer B's, Santa Barbara, CA September 2011 to November 2011

Welcome and acknowledge dinning guests on arrival to the restaurant

Answer phones and make reservations

Seat dinning guest upon table availability

Acknowledge guest upon departure from the restaurant

Waitressing

True Religion, Manhattan Beach, CA December 2010 to June 2011

Welcome and acknowledge shoppers to the store

Keep store neat and in order

Monitor areas of the store protect store assets

Cashiering

Clientele management

Specialized styling

Stylist

Bettina Duncan For Fred Segall, Santa Monica, CA May 2010 to July 2010

Welcome and acknowledge shoppers to the store

Book keeping

Keeping and maintaining important clientele

Styling clients and tending to their specific needs

Keep store neat and in order

Monitor areas of the store

Protecting store assets

Cashiering

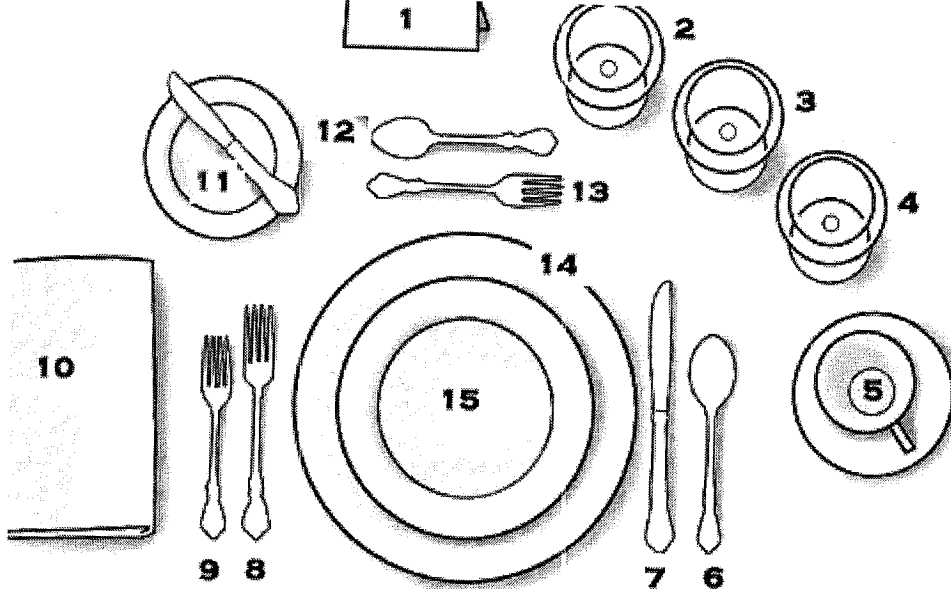
Multiple Choice

- c 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
- 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
- a 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

66
83%

Match the Correct Vocabulary

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



Score / 35

Match the Number to the Correct Vocabulary

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

Fill in the Blank

1. The utensils are placed 1 inch inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream and sugar
3. Synchronized service is when: Service in concert
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 or 4
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
go to chef and get a GF or Vegan dish