

HOSPITALITY

Teresa Assata-Sanaa Jackson

1220 N. Highland Ave.

Los Angeles, California 90038

513-903-4445

323-252-6444

Objective

To obtain a position of employment in a Los Angeles county company while continuing my education.

Education

California Healing Arts College Carson, California - **Personal Fitness Trainer Program 2019**

- NASM Certified Personal Fitness Specialist
- NASM Corrective Exercise Specialist
- NASM Performance Enhancement Specialist
- NASM Fitness Nutrition Specialist

Urban League of Greater Cincinnati Cincinnati, Ohio- **Job Readiness Program 2013**

- Customer Service in Telemarketing Certification

North Carolina Community College Jacksonville, NC- **GED**

Experience

LCC Hospitality Services Cincinnati, OH - 11/1/2013 TO 12/1/2017

SERVER

- Directed or escort guests to their seats
- Provided menus and suggest menu items, also provided detailed information of menu items
- Relayed orders to the kitchen and ensure that all orders were accurate and delivered on time
- Sanitized tables and dining areas including counters as needed
- Delivered food items to tables in a professional and timely manner
- Provided customers with checks and take payments

TJ MAXX Cincinnati, OH -11/5/2007 TO 2/11/2008

SALES ASSOCIATE

- Interacted with customers daily, building a strong customer base through providing personalized product guidance, resolving issues, following up on purchases, and opening new accounts.
- Drove sales through upselling products based on customer's past purchases and preferences.
- Assisted in marketing efforts while building rapport with customers by inviting them to special store events.
- Performed daily department tasks including stocking, creating merchandise displays, pricing markdowns, transferring merchandise, inventory control, and processing transactions.

Kroger Cincinnati, OH-7/12/2004 TO 10/10/2007

- Accepted packages and ensure proper amount is inside
- Unloaded merchandise, marked items with identifying codes, such as price, stock, or inventory control codes
- Replenished shelves with unpacked items
- Completed customers mail, Web, and phone orders by retrieving the ordered merchandise
- Recorded records of sale
- Prepared merchandise for shipment
- Ensured customer received product
- Replaced damaged or missing products
- Organized inventory and orders

2 (80%)

- 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
- E 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, chaffing 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
- D 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) 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
- D 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) 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