

Melike Dalman

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Summary: Customer Service and Front Desk professional with 4 years of experience in customer service, and food preparation with a certificate in food handling and safety. I am seeking a full-time opportunity to showcase and build my customer service and administration skills. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Skills & Qualifications:

- Microsoft Office: Word, PowerPoint, and Excel.

WORK EXPERIENCE

Language Systems International – Front Desk Coordinator

Los Angeles, 2018

- Generated appointments with potential students through phone calls and e-mails
- Enrolled students into school programs that would help them achieve their academic goals
- Consistently provided professional, engaging, and friendly service
- Oversee and complete the daily front desk operations, maintain a welcoming, clean environment
- Sorted mail, filed documents, ensured compliance of student files

Mama's Secret Bakery Cafe Restaurant - Server

Los Angeles, 2018

- Examine trays to ensure that they contain required items.
- Check with customers to ensure that they are enjoying their meals and act to correct any problems.
- Load trays with accessories such as eating utensils, napkins, or condiments.

Orochon Ramen Restaurant – Server

Los Angeles, 2017 – 2018

- Take orders from patrons for food or beverages.
- Check patrons' identification to ensure that they meet minimum age requirements

Gangadin Restaurant - Server

Studio City, Los Angeles 2017

- Take orders from patrons for food or beverages
- Prepare checks that itemize and total meal costs and sales taxes.
- Place food servings on plates or trays according to orders or instructions.

Kiosk Hollywood – Customer Service Associate

Hollywood, Los Angeles 2016 –2017

- Answer questions regarding the store and its merchandise.
- Greet customers and ascertain what each customer wants or needs.

EDUCATION

2017- Graduated	MLI Language Education Los Angeles - California Advanced English Education
2016 - Graduated	Kings Education, Los Angeles – California Advanced English Education
2011-2015 Graduated	Istanbul Aydin University, ISTANBUL Pre-School Teacher, Bachelor of Arts
2007-2011 Graduated	Catalogue Anatolian High School, ISTANBUL High School Diploma

LANGUAGES

- English (fluent)
- Turkish (fluent)

Name _____
Servers Test Score 25 / 35

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

100%

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 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

D Scullery

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

E 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)

A Chaffing Dish

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

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

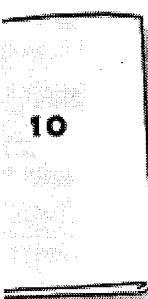
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

C Tray Jack

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

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

Score / 35

**Match the Number to the
Correct Vocabulary**

8

Dinner Fork

5

Tea or Coffee Cup and Saucer

7

Dinner Knife

2

Wine Glass (Red)

9

Salad Fork

14

Service Plate

3

Wine Glass (White)

Fill in the Blank

1. The utensils are placed 1 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: All plates are served at the same time by all servers.

4. What is generally indicated on the name placard other than the name? choice of meal.

5. The Protein on a plate is typically served at what hour on the clock? 6 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 or captain immediately.