

Josiah Tubbs

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Professional Summary

Professional with 8+ years of customer service based experience

Proficient in Microsoft Word and Excel

Managed receptionist area and ensured that all guest had the knowledge they needed to have a pleasant experience

Helped with service payments and claims for all clients

Provided excellent customer service to all animals and owners

Available for interview with 24- hours' notice

Professional Experience

Independent contractor

04/2018- 02/2019

Restaurant and bar consultant

Helping restaurant and bar owners take their business to a new level

Aon Hewitt/Healthy Paws Pet Insurance

1/2018-3/2018

Customer Care Specialist (contract)

Answered customer care calls regarding sales, claims, and general questions

Responded to customer email inquiries and requests

Troubleshoot any customer account issues

Provided excellent customer service

Handled special projects or other duties as assigned

Woodshop BBQ

1/2017-8/ 2017

Lead Cook

Prepared and cooked meals according to the menu

Served meals to customers and provided a great dining experience

Sold meals in accordance to restaurant standards

Operated the restaurant POS system and facilitated customer transactions

House of Ruff

8/2016-1/2017

Dog Wrangler,

Educated owners on dog enrichment and facilitated dog progression

Maintained a clean environment for all dogs

Serve alcohol to owners at the dog park bar

Provided supervision to all dogs for the time they were in the facilities

Organized all dog files and ensured that all dogs were input into the system

Pedalers Fork

Line Cook/Prep Cook,

11/2014-6/2015

Maintained a clean environment according to state standards

Prepped all foods for the lunch and dinner services

Kept a daily log of all foods that was prepped

Wildlife Waystation

2/2011-6/2015

Level 1,

Provided animal enrichment to all animals in the program

Walked and provided companionship to all dogs

Ensured that all animals felt loved daily

Answered customer inquiries by using a multi-line phone system

Ran the receptionist area and ensured that all guest had the knowledge they needed to navigate the venue

Rose City Vet Hospital

2/2011-6/2011

Veterinarian Assistant,

Answered customer inquiries regarding their animal's care

Assisted the veterinary with procedures

Maintained the cleanliness of the veterinarian office

Provided all feedings for the animals in the hospitals

Education

Le Cordon Bleu College of Culinary Arts

Associate Degree

Grill Cooks Test

Score 38 / 40

Multiple Choice Test (1 point each)

A

1) How much time should you take to wash your hands with soap?

- a) 1 minute
- b) 20 seconds
- c) Time does not matter, water temperature does
- d) 5 minutes

C

2) The recommended temperature for your refrigerator is...

- a) 45°F
- b) 50°F
- c) 40°F
- d) 20°F

D

3) Food handlers must always wash their hands

- a) Before starting work
- b) Switching between handling raw and ready-to-eat food
- c) After going to the restrooms
- d) All of the above

B

4) The most important reason for having food handlers wear hair restraints is to

- a) Prevent food from getting into food handlers' hair
- b) Prevent food handlers from contaminating their hands by touching their hair
- c) Keep the food handlers' hair in place
- d) None of the above

C

5) Which of these conditions requires immediate corrective action?

- a) Packaged food items are stored at least 6 inches above the floor
- b) Ice is being used to cool beef stew in a shallow pan
- c) Raw meats are stored on a shelf above ready-to-eat egg salad in the walk-in cooler
- d) Raw fish is stored above raw chicken in the walk-in freezer

C

6) Bacteria grow best in the temperature "danger zone" which includes temperatures between?

- a) 0°F and 100°F
- b) 32°F and 220°F
- c) 41°F and 135°F
- d) 39°F and 178°F

D

7) After cutting raw chicken, what should be done before the cutting board is used for slicing onions for salad?

- a) Clean the cutting board with a wet wiping cloth
- b) Turn the board over and use the other side
- c) Rinse the board with running water
- d) Wash, rinse, and sanitize the board prior to slicing the onions

D

8) Which of the following is NOT an approved method to thaw potentially hazardous foods?

- a) In a microwave oven
- b) During the cooking process
- c) Under cool running water
- d) On a clean counter, at room temperature

A

9) Wiping cloths stored submerged in a bucket of sanitizing solution are for:

- a) Wiping spills only
- b) Washing hands if the hand sinks are too far away
- c) Sanitizing the blade of utensils such as knives
- d) Maintaining moisture on the wiping cloth

Grill Cooks Test

E 10) Food-handling gloves must be changed frequently and also:

- a) After handling garbage
- b) After every break
- c) After picking things up off the floor
- d) Between handling raw and cooked foods
- e) All of the above

C 11) A Julienne is:

- a) to cut food into 1 inch X 1 inch cubes
- b) A cooking method using high heat
- c) To cut food into 1/8 X 1/8 slices
- d) A rough cutting method producing oblong shapes

G 12) A gallon is equal to _____ ounces

- a) 56
- b) 145
- c) 32
- d) 128

B 13) How many cups are in a quart?

- a) 2
- b) 4
- c) 6
- d) 8

A 14) A Chiffonade is:

- a) To slice an herb or leafy vegetable into thin ribbons
- b) To de bone a fish
- c) Another name for parchment paper
- d) To cook food in liquid, or at just below the boiling point

C 15) Potentially hazardous hot foods must be maintained at an internal temperature of _____ or higher to be safe

- a) 145° F
- b) 135° F
- c) 160° F
- d) 180° F

C 16) Which of the following explains the process of poaching?

- a) Poke poultry on the thickest part in order to make sure it's tender
- b) To cook food in an oven that has reached 350° F
- c) Cook gently in water that is hot but not boiling (160°-180°)
- d) Submerge protein in boiling liquid to speed cooking time

C 17) If a recipe calls for 16oz of mirepoix, how many ounces of onion, celery, and carrots do you need?

- a) 8 oz of celery, 4 oz of onion, 4 oz of carrot
- b) 4 oz of celery, 8 oz of carrot, 4 oz of onion
- c) 4 oz of celery, 8 oz of onion, 4 oz of carrot
- d) 2 oz of celery, 10 oz of carrot, 2 oz of onion

C 18) Which of the following best describes braising?

- a) To cook quickly in a pan on top of the stove until food is browned
- b) Process through which natural sugars in food become browned and flavorful while cooking
- c) Cooking method by which food is browned in fat, then cooked, tightly covered, in liquid at low heat
- d) To plunge food into boiling water briefly, then into cold water to stop the cooking process

Grill Cooks Test

B 19) Which of the following best describes the process of Caramelization?

- a) To cook quickly in a pan on top of the stove until food is browned
- b) Process through which natural sugars in food become browned and flavorful while cooking
- c) Cooking method by which food is browned in fat, then cooked, tightly covered, in liquid at low heat
- d) To plunge food into boiling water briefly, then into cold water to stop the cooking process

C 20) What temperature should chicken be cooked to?

- a) 145°F
- b) 155°F
- c) 165°F
- d) 175°F

B 21) What temperature should ALL ground meat be cooked to?

- a) 145°F
- b) 155°F
- c) 165°F
- d) 175°F

A 22) What temperature should fish be cooked to?

- a) 145°F
- b) 155°F
- c) 165°F
- d) 175°F

23) What is a roux and what is it used for? (2 points)

Roux is equal parts butter and flour
and it is a thickener.

24) What is the process of making clarified butter, and why is clarified butter used? (3 points)

Use double boiler to melt butter
then drain off fat with ladle

25) What are the 5 mother sauces? (5 points)

1. Bechamel
2. Hollandaise
3. Tomato
4. Brown
5. Veloute

26) What does it mean to season a grill and why is this process important? (3 points)

to add oil to the grill and heat

27) What are the ingredients in Hollandaise sauce? (5 points)

Eggs Volks Water
butter lemon juice Cayenne
Salt



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

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?

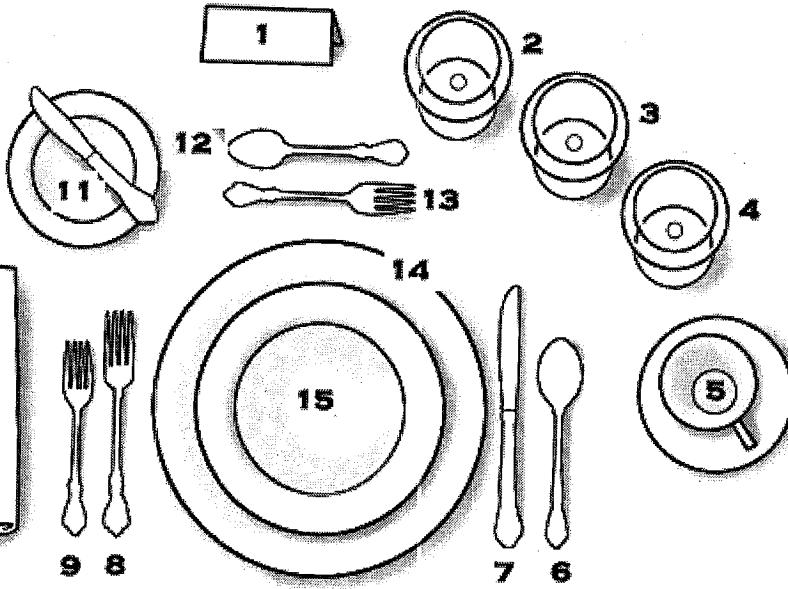
- a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served
- c) Try to convince the guests to eat what you brought them
- d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

4
89%

Match the Correct Vocabulary

- E Scullery
- D Queen Mary
- A Chaffing Dish
- G French Passing
- B Russian Service
- F Corkscrew
- C Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
- 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)
- C. Used to hold a large tray on the dining floor
- D. Area for dirty dishware and glasses
- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- F. Used to open bottles of wine
- G. Style of dining in which the courses come out one at a time



Score / 35

Match the Number to the Correct Vocabulary

<u>8</u>	Dinner Fork
<u>5</u>	Tea or Coffee Cup and Saucer
<u>7</u>	Dinner Knife
<u>2</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Service Plate
<u>3</u>	Wine Glass (White)

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

Fill in the Blank

- The utensils are placed 6 inches from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar and Cream.
- Synchronized service is when: it's all served at the same time.
- What is generally indicated on the name placard other than the name? Title.
- The Protein on a plate is typically served at what hour on the clock? 6:30.
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Ask if it's an allergy.