

KIMBERLY Y KING

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OBJECTIVE:

In pursuit to become a successful business owner I am searching for a position that will provide the experience in retail and business operations. It is my goal to gain the knowledge in customer service management so that my people skills and experience in problem-solving will further enhance my ability to provide customer support that will contribute to increase in sales productivity for the company I am hired. I also look forward for the opportunity to be mentored as a sales team manager.

SKILLS:

- Organized
- Ability to quickly learn and understand directions
- Punctual
- Self-starter and highly motivated
- Extremely friendly and work very well with others (team player)
- Understand the importance of customer satisfaction
- Experience with Microsoft Word and all Google search engines
- Safe driver having a clean driving record

EXPERIENCE:

RILEY'S FARM – Yucaipa, CA

6/2017 – Present

WAITRESS / HOSTESS / CASHIER — Servicing guest, including large groups and special events. Duties include taking customer orders, serving food and drinks, bussing tables and seating guest. Familiar with Pos system cash registers and organizing seating arrangements for large parties.

TAVERN GUIDE — Provided "Living History" tours in teaching U.S. History and memorial wars (including Colonial periods and the Civil War) to schools on field trips. Other responsibilities include working with groups of parents and their children.

COSTUME MAINTENANCE — Provide cleaning and organizing clothing in their proper storage bins. Maintained inventory, washing, ironing and various other duties to keeping proper care of all costume clothing.

EDUCATION:

High School Diploma (GPA 3.6)
Mohave River Academy, Beaumont, CA -- 2017

COMMUNITY SERVICE:

Volunteer for the City of Beaumont Rotary Club (2012-2013)
Volunteer speaker/server for the New Hope Recovery Home and Center for Women (2012-2014)
Volunteer at the American Legion Hall in Tujunga, CA cleaning and serving during the veterans meeting
"Run to Fundraise" and car wash for the Beaumont High School Track & Cross-Country teams (2013-2014)

Multiple Choice

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

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

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

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

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

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

Match the Correct Vocabulary

D Scullery

G Queen Mary

A Chaffing Dish

E 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)

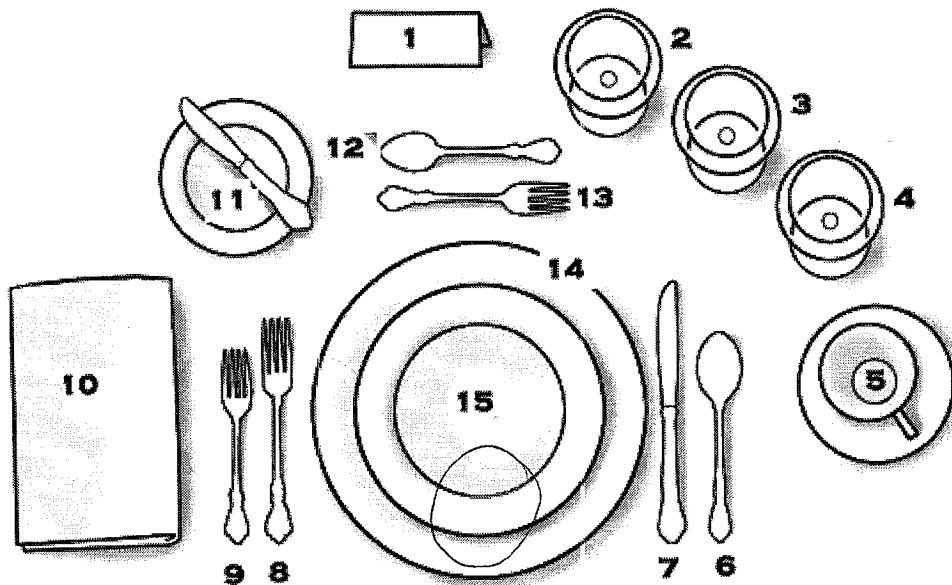
~~C~~ Used to hold a large tray on the dining floor

~~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



Kimberly King
Score 8/35

Match the Number to the Correct Vocabulary

- 8 Dinner Fork
5 Tea or Coffee Cup and Saucer
7 Dinner Knife
2/3 Wine Glass (Red)
9 Salad Fork
14 Service Plate
2/2 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 two fingers inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream, sugar, lemon, honey, milk
3. Synchronized service is when: everything is served at one time.
4. What is generally indicated on the name placard other than the name? Welcome and/or #
5. The Protein on a plate is typically served at what hour on the clock? _____
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
meet the guests requirements and inform the cook of the special order.

Cashier Test Kimberly King **Score** 12 / 15

B

1) A roll of quarters is worth?

- a) \$5.00
- ☒ b) \$10.00
- c) \$15.00
- d) \$20.00

A

2) A roll of dimes is worth?

- ☒ a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

D

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- ☒ d) \$2.00

C

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- ☒ c) \$0.50
- d) \$0.25

C

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- ☒ c) Point of sales
- d) People over service

6) What is the current sales tax rate in your city 9.5%?

C

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- ☒ c) \$7.06
- d) \$5.06

B

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- ☒ b) \$14.50
- c) \$9.50
- d) \$4.50

B

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- ☒ b) \$8.00
- c) \$10.00
- d) \$12.00

A

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- ☒ a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

11) Counterfeit pens should be used on which three denominations?

- ☒ a) \$20, \$50, \$100
☐ b) \$10, \$20, \$50
☐ c) \$5, \$50, \$100
☐ d) \$10, \$20, \$50

B 12) How many times should you count change when giving it to the customer?

- ☐ a) one
☒ b) two
☐ c) three
☐ d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? california state Photo I.D.

~~15) How many \$20 bills are in a bank band? 25-50 100~~