

## Renée Jackson

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### RELEVANT EXPERIENCE

<b>Abercrombie and Fitch</b> (Massapequa, NY)	5/15-12/16
<ul style="list-style-type: none"><li>Assistant Manager<ul style="list-style-type: none"><li>Executed day-to-day business plans and strategies to drive sales</li><li>Trained associates on customer engagement, upselling, merchandise presentation, and loss-prevention, to maintain a positive store experience</li></ul></li></ul>	
<b>Human First Inc.</b> (Lynbrook, NY)	8/13-9/15
<ul style="list-style-type: none"><li>Medicaid Service Coordinator<ul style="list-style-type: none"><li>Assisted caseload of individuals with developmental disabilities by providing them with access to necessary government supports and services (i.e., Medicaid, Medicare, Managed Care, HCBS Waiver)</li><li>Recognized and identified problems, recognized implications, and proposed alternative solutions with families</li></ul></li></ul>	
<b>Bloomingdales/Me-At-ly</b> (Garden City, NY)	12/13-7/13
<ul style="list-style-type: none"><li>Size-Matching Specialist<ul style="list-style-type: none"><li>Utilized size-matching technology to help customers find the most suitable brands and styles, in Women's Denim department</li><li>Performed live demonstrations of the size-matching service and marketed service to customers in the store</li></ul></li></ul>	
<b>Coach</b> (Garden City, NY)	9/12-1/13
<ul style="list-style-type: none"><li>Sales Associate<ul style="list-style-type: none"><li>Provided customer service, drove sales, and set merchandise throughout store</li><li>Recommended, selected and assisted with locating merchandise, based on customer needs and desires</li><li>Used loss-prevention strategies to minimize losses in the store</li></ul></li></ul>	
<b>Aldi Food Market</b> (Bayshore, NY)	9/10-3/12
<ul style="list-style-type: none"><li>Cashier<ul style="list-style-type: none"><li>Used POS system to compute accurate sale prices for purchase transactions</li><li>Followed standards of service, and assisted customers with locating items on the sales floor</li><li>Performed cashier duties, product assistance, routine cleaning, and maintenance of stock levels</li></ul></li></ul>	
<b>The Limited</b> (Garden City, NY)	8/11-12/12
<ul style="list-style-type: none"><li>Floor-set Associate<ul style="list-style-type: none"><li>Executed floor-set layout with design team</li><li>Set marketing and merchandise presentation on sales floor according to company standards</li></ul></li></ul>	
<b>The Gap</b> (Garden City, NY)	9/10-3/12
<ul style="list-style-type: none"><li>Brand Representative/Denim Specialist<ul style="list-style-type: none"><li>Provided customer service, drove sales, set merchandise presentation</li><li>Assisted customers in Women's Denim department</li></ul></li></ul>	



**Zip Zap Spa (Freeport, NY)**

8/08-8/12

- Clerk/Generalist
  - Checked in clients at the front desk, and performed administrative tasks
  - Provided a warm, hospitable environment for clients in the spa

**Other Experience****Lyft (Los Angeles, CA)**

10/18-current

- Driver

**Hollywood Bowl Food & Wine (Los Angeles, CA)**

4/18-10/18

- Food Service Worker I (FOH)
  - Served food and drinks to patrons of the restaurant, provided customer service
  - Maintained dining area, reset tables, stock supplies

**Rainbow Dreams Academy (Las Vegas, NV)**

8/17-12/17

- Substitute Teacher
  - Taught all subjects in Elementary Charter School

**Head Injury Association (Hauppauge, NY)**

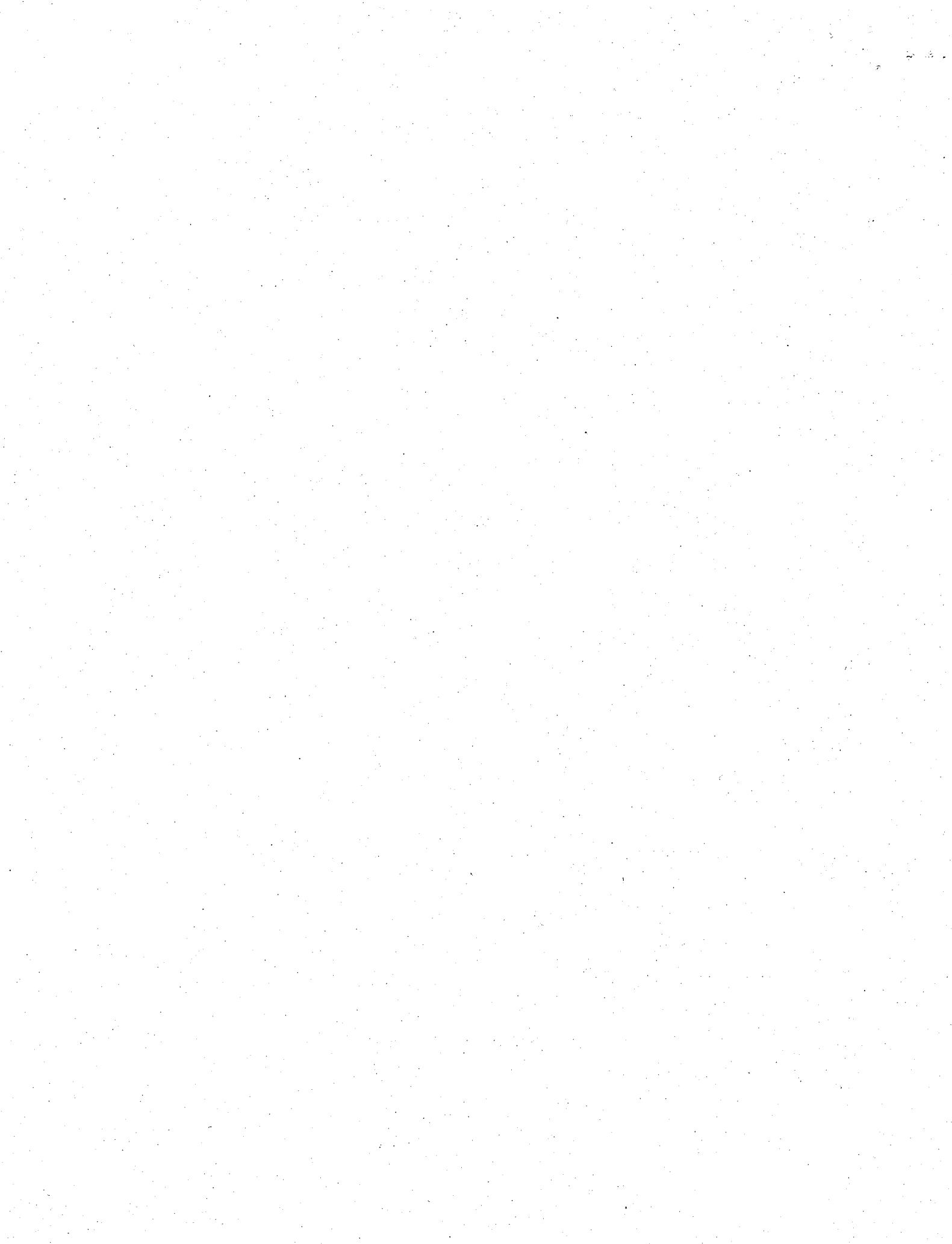
8/16-1/17

- Day Program Specialist
  - Helped survivors of Traumatic Brain Injuries, and individuals with intellectual and/or physical disabilities to recognize their skills and interests
  - Provided support for individuals to establish functional independence in specific skill areas, by executing Day Habilitation Service Plan goals and objectives

**EDUCATION****Adelphi University (Garden City, NY)**

Graduation Date: May 30, 2013

*B.A. Communication Sciences and Disorders*



Name Renée Jackson

**Servers Test**

Score 30/35

**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 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

86%

**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

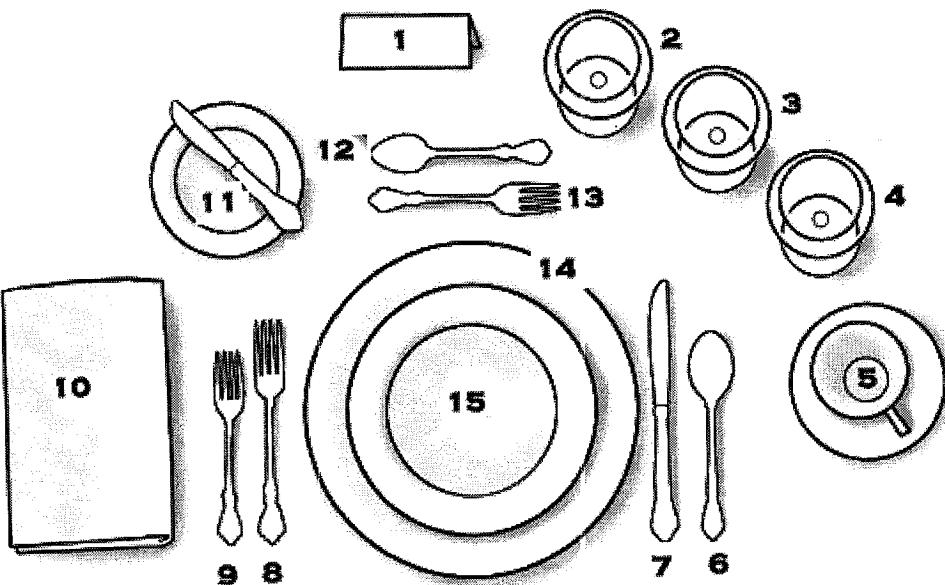
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

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



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>4</u>	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  
18 Water Glass

Fill in the Blank

- The utensils are placed 12 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? dessert, cream? sugar
- Synchronized service is when: foot Everyone is served at the same time
- What is generally indicated on the name placard other than the name? table number
- The Protein on a plate is typically served at what hour on the clock? 3 o'clock to 9 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? write a note, and give it to Exp/ chef

**Cashier Test**

**Score** 15 / 15

100%

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

9.75% 6) What is the current sales tax rate in your city 9.75% 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

d 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

**Cashier Test**

**Score / 15**

a

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? Driver's license, State ID

15) How many \$20 bills are in a bank band? 100