

# ISIS NEWBERRY

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## PROFESSIONAL SUMMARY

Friendly professional with plenty of experience in hospitality, customer service, and logistics. Eager to take on new challenges and learn new things while contributing to the essential functions of my job. Ultimately, seeking to offer my skills and experience to the right employer.

## SKILLS

- Communication
- Positive attitude
- Self motivated
- Teamwork
- Time management
- Work ethic
- Creativity
- Social media literacy

## WORK HISTORY

Hostess | Wally's - Beverly Hills, CA. 01/2019 - CURRENT

- Happily greet incoming guests and gives thanks to departing guests.
- Inform guests of wait, monitor waitlist, seat the next guest and present clean menus.
- Answer phone calls and fulfill to-go orders.

Server | TAO Group - Los Angeles, CA. 03/2017 - 11/2018

- Demonstrated genuine hospitality while greeting and establishing rapport with guests.
- Maintained complete knowledge of restaurant menu, including daily specials.
- Take full and complete orders and make sure the guest received their order correctly.
- Maintain cleanliness throughout the shift, stocked, and ready to go.
- Worked in partnerships.
- Help coworkers with any thing such as taking an order, delivering a drink, computer issues or cleaning together.

Grocery Delivery | Instacart - Los Angeles, CA. 01/2017 - 12/2018

- Independent contractor.
- Full service personal shopper.
- Select and deliver groceries to customer through a web application from various retailers.
- Pick the best and exactly what the customer wants, or quickly find an alternative or replacement if item is not available.
- Deliver the customer's order on time as scheduled.

Server | The Cheesecake Factory - Glendale, CA. 09/2011 - 03/2017

- Happily greet guests and make a connection.



- Direct and seat guests to their table.
- Guide the guests through the menu while demonstrating knowledge of food and beverages.
- Accurately put orders into pos system and ensure the order is delivered correctly to the guest.
- Stocked and maintained cleanliness throughout shift.
- Working as a team.

Package Handler | Fedex - Austin, TX.

10/2015 - 04/2016

- Sorted packages according to destination.
- Unload packages from truck into warehouse for sorting.
- Scan, sort, fix and damage packages.
- Load correct packages onto the correct delivery truck for outgoing.

## EDUCATION

Glendale Community College, Glendale, CA.



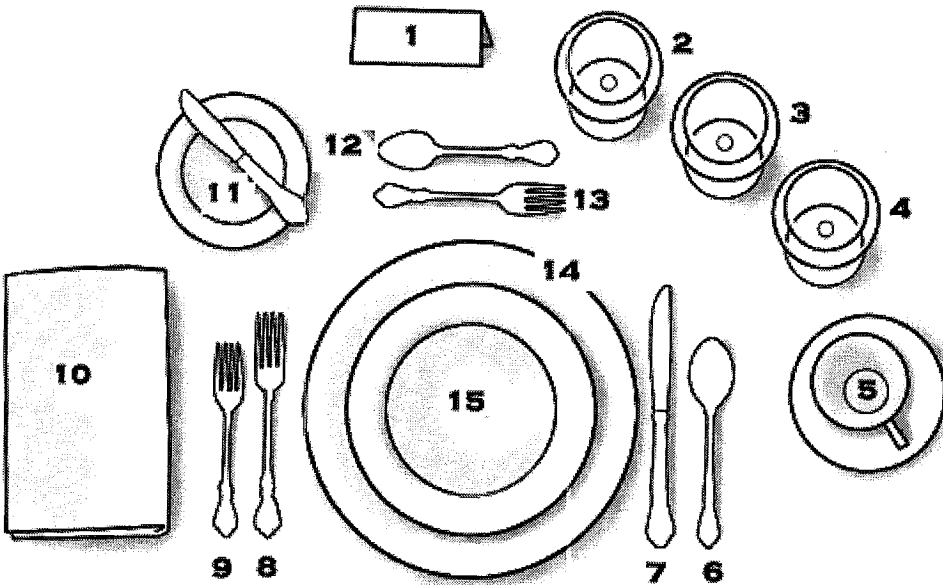
**Multiple Choice**

4  
89%

- B/C 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 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**

- |                          |  |
|--------------------------|--|
| <u>D</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water  |
| <u>E</u> Queen Mary      | <del>B.</del> 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) |
| <u>A</u> Chaffing Dish   | C. Used to hold a large tray on the dining floor   |
| <u>B</u> French Passing  | <del>D.</del> Area for dirty dishware and glasses  |
| <u>G</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored  |
| <u>F</u> Corkscrew       | <del>F.</del> Used to open bottles of wine   |
| <u>C</u> Tray Jack       | <del>G.</del> Style of dining in which the courses come out one at a time  |



Score / 35

**Match the Number to the Correct Vocabulary**

- 9 Dinner Fork  
5 Tea or Coffee Cup and Saucer  
7 Dinner Knife  
~~2~~ 4 Wine Glass (Red)  
~~9~~ 8 Salad Fork  
14 Service Plate  
3 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  
2 Water Glass

**Fill in the Blank**

1. The utensils are placed 3 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? CREAM, OR HONEY, SUGAR
3. Synchronized service is when: EVERYONE GETS SERVED AT THE SAMETIME
4. What is generally indicated on the name placard other than the name? ENTREE NAME
5. The Protein on a plate is typically served at what hour on the clock? 6-9
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
TALK WITH THE KITCHEN / EXPEDITOR / SHIFT LEADER