

Alicia A. Anglin

69A Mountain Ave.

Springfield, NJ 07081

Telephone: 973-738-7406

E-mail: aliciaanglin@gmail.com

Professional Experience: Extensive experience in managerial positions within the Food and Beverage Industry as well as customer contact and relationship building.

Tribeca Rooftop/360, New York, New York ---- Banquet Server/Bartender, November 2018 to Present

- Setting up Buffet, Utensils, Sternos, Silverware, Napkins.
- Carrying plates of food on trays & serving guest during cocktail.
- Creative ability to decorate of food/tables displays.
- Take beverage orders and serve order.
- Serve food/wine/champagne in accordance to house standards.
- Refold guest napkins if they leave their table.

Supporting Cast, New York, New York Banquet Server/Bartender, August 2018 to Present

The Metropolitan Club, New York New York Banquet Server & Bartender, August 2018 to Present

- Help set up room specifications.
- Interact with guests and resolve any guest issues or complaints.
- Extensive Wine knowledge and spirit.
- Set-up, break-down, and service during VIP Events and Private Dinner Functions.

Barron Staffing, East Rutherford, New Jersey—Choice Personal and AYS, New York, New York Banquet Server & Bartender, February 2018 to January 2019

- Setting up Buffet with Chafers, Serving Utensils, Sternos, Silverware, Napkins, etc.
- Communicating between servers, guests, and management.
- Replenishing Food, Beverage, and supplies during events.
- Proficient menu knowledge with familiarity with items, and ingredients.
- Ensure room setups are accurate and complete.

The Manison at Mountain Lakes, New Jersey ----Banquet Server, February 2018 to September 2018

- Meet and Greet guest upon arrival to function
- Provide assistance to banquet Manager/Captain to ensure a positive guest experience and function.
- Communicate between services, management and guest.
- Carrying plates of food on trays and serving guests.
- Set-up and break-down and sanitation of assigned work area.

Benchmark Hospitality, Basking Ridge, NJ ---- Banquet Server and Captain, February 2018 to September 2018

- Manage tables and customer experience.
- Professional and enthusiastic attitude.
- Transmit orders to bar and kitchen by recording patrons selections of food and beverage.
- Ensure menu knowledge.
- Opening and closing side work; cleaning, stocking, folding silverware, etc.
- Private Dining Room set up, food service and breakdown.
- Detailed knowledge of wine and spirits.

The Park Savory, Florham Park, New Jersey ---- Banquet Captain, February 2018 to April 2018

- Captain handling food and drink orders.
- Professional wine and spirit serve.
- Set-up for events prior to start by putting out place settings and handling table placements.
- Maintain a high level of banquet standard.
- Take dinner orders and interact with customers.
- Carrying plates of food on trays and serving guests.
- Keep glasses filled; remove each course while keeping table neat.
- Perform cleaning tasks and breakdown of service.
- Maintain high level of safety and cleanliness.
- Breakdown banquet function.
- ServSafe Food and Alcohol Certification and Bartender License.

Kings Supermarket, Springfield, New Jersey ----Cashier, February 2018 to February 2018

- Complete customer transactions on the cash register.
- Assist with customers questions and concerns with retail items in the store.
- Executing proper cash handling.
- Bag purchases for customers.
- Contribute to team efforts.

Charlie Brown's, Chatham, New Jersey ----Server, January 2018 to January 2018

- Greet tables, present and describe menus.
- Serve and attend to tables.
- Collect guest payments.
- Deal with guests and find ways to resolve issues to the guest satisfaction.
- Complete opening and closing side work.
- Extensive wine and liquor knowledge.
- ServSafe Certification and Bartending Certifications.

Bed Bath & Beyond/Springfield, New Jersey Cashier/Customer Service Rep., December 2017 to January 2018

- Handle payment, exchanges, returns and other transactions.
- Greet and assists customers while anticipating their needs.
- Order online purchases.
- Help maintain general store merchandising.
- Maintain clean and orderly checkout areas.
- Request information or assistance using paging system.

Grillstone Restaurant & Bar/Scotch Plains, New Jersey ----Server, December 2017 to January 2018

- Set and clear tables in dining area.
- Stock service stations with items such as ice & napkins.
- Take food & beverage orders and place in POS System.
- Pick up orders from food preparation areas.
- Prepare guest check and complete payment transaction.
- ServSafe Certification and Bartending Certifications.
- Extensive wine and liquor knowledge.

Bonds.com, Inc./Boca Raton, Florida ---Senior Sales Associate. December 2007 to June 2010

- Handled all new account set-ups for Institutional Sales Staff of 21 Sales Associates. Served as primary administrative contact for over 900 clients and their custodian relationships.
- Responsible for identifying, obtaining, and reviewing documentation to establish Retail, Corporate, Prime Broker, Hedge Fund and Step-Out relationships.
- KYC/AML checks/reviews on all new relationships and for distribution of Welcome Package for Retail Clients.
- OFAC verifications on all new accounts.
- Reviewed client accounts for suspicious activity.
- Enhanced due diligence using World-Check with new international and offshore client on boarding.
- Validate CIP information through documents and non-documentary methods.
- Reviewed all Focus Reports, Broker Reports, ADVs, and Call Reports prior to submitting to senior management for approval.
- Ensured all sales support, administrative and key operational functions conformed to Firm's policies and procedures.
- Handled all Trade Executions and Allocations for the Trading Desk. Dealt with various account set-ups for Retail Clients, Dealers and COD Business.
- Served as the point person for Compliance, Operations and Sales on New Accounts and Clearance issues.
- Facilitated trade settlement and reclaim activities for daily trading activity, representing over 400,000 of trades annually.
- Cleared various fixed income products thru DTC and SWIFT.
- Reported failed trades and reconciled daily settlement activity.
- Matching and confirming trades.
- Initiating wires for settlement.
- Processed all check requests, Fed Fund Wires and ACAT Transfers for the Firm's Boca Raton, New York and Regional locations. Responsible for the management, distribution and maintenance of a prospecting database with over 2000 leads. Performed trade system's testing during new function roll out of the Firm's flagship ATS Platform.

Marathon Liquors and Deli/Marathon, Florida ---Manager, 2000 to 2007

- Managed company which generated annual sales in excess of \$3 million.
- Hired, supervised and evaluated a support staff of 9 part-time, full-time and seasonal employees.
- Recognized for increasing sales by 20% during employment.
- Oversaw the purchasing and maintenance of inventory for the store.
- Commended for the efficiency and economical use of operation's capital.
- Performed daily banking functions and cash flow analysis.
- Restock and reset floor merchandise.

Fiduciary Trust International/New York, New York

Research Assistant, Global Research Department 1997 to 2000

- Project leader and demonstrator for the creation and development of a new internal research system utilized by over 200 subscribers.
- Attended and participated in key company meetings and teleconference calls for the Wall Street investment community for the purpose of company/industry analysis.
- Prepared monthly research booklet for CIO/Director of Research.
- Oversaw the production and proofreading of various reports relevant to stocks and stock update for analysts.
- Coordinated with Brokers to schedule in-house meetings for three senior analysts.

Fiduciary Trust International/New York, New York

Portfolio Assistant, Institutional Investment Department, 1996 to 1997

- Opened, closed and reconciled accounts for Vice President in Portfolio Management.
- Assisted in trading and inputting various securities in managed accounts.
- Managed 100 Institutional and Private Clients Accounts valued in excess of over \$150 million under management.
- Prepared quarterly statements for clients showing gains/losses per quarter, as well as 5-20 year model projections.

PF Chang's/Edgewater, New Jersey ---Server, November 2017 to December 2017

- Greet all guest warmly & provide excellent customer service.
- Service food and beverage include order taking, delivery and clearing of food or beverage item.
- Maintain table setting by removing, courses completed; replenishing utensils, refilling water glasses.
- Extensive wine and knowledge.
- ServSafe Certification and Bartending Certifications.

The Palm, New York, New York ---Beverage Manager, July 2017 to July 2017

- Responsible for vendor purchases for wine and spirits.
- Effectively communicate both written/verbal, with all levels of employees and guests in attentive, friendly courteous.
- Ensure work areas properly stocked with wine & spirits.
- Develop, implement & monitor schedules for operations for beverage.
- Inventory control wine and spirits.

Plaza Grill/Marathon, Florida ---General Manager, September 2013 to October 2016

- Coordinate with Chefs for seasonal and holiday menu changes.
- Create and publish new menus and wine list. Stock and maintain bar inventory.
- Purchase and assist in Wine and Spirit selections for the restaurant.
- Marketing Coordinator for the web site, rack cards, promotional discounts and print ads.
- Manage and monitor daily reservations and server pay-outs nightly.
- Maintain log of all historical menus, daily covers, revenues and discounts. Maintain kitchen inventory control sheet.
- Maintain and format Point of Sale software.
- Oversee health inspections and enforced Food and Beverage Regulations. Obtained ServSafe Certification.
- Task to purchase supplies such as; linens, china, glassware, silver and paper products.
- Perform any function of restaurant including Bartending, Cashier, Server and Hostess positions, as needed.

Citibank/Boca Raton, Florida Senior Sales Associate, June 2011 to September 2013

- Assisted 2 Financial Advisors, one being amongst the top three producers in Florida.
- Handled new domestic and international accounts set-ups.
- Process ACH instructions, checks and reorg instructions.
- ACAT, wire transfers, operational issues and all customer inquiries.
- KYC/AML/EDD reviews on all new client accounts.
- Update and verification of client static data. Manage and maintain a record keeping file systems.
- Created weekly financial email blast to clients.
- Schedule appointments for FA to meet with clients as well as travel arrangements.
- Coordinated Seminars and Marketing materials for FA.
- Established a calendar of weekly client calls.
- Handle monthly expense reports on a excel spreadsheet as well as presentations.

Raymond James & Associates- The Starner Group, Coral Gables, Florida
Productivity Resource Manager, January 2011 to April 2011

- Handled the budget and expenses for the Group.
- Maintained and managed internet site.
- Wrote procedures on various tasks.
- Attended and participated in various in-house meetings and women's conferences.
- Performed back-up for all operational functions for the Group as required by workload and absences.

Prudential Securities/New York, NY Administrative Assistant, Govt/Mortgage-Back Securities Department, 1992 to 1996

- Reconciled and balanced budgets for 4 departments, representing over \$3 million in annual sales.
- Coordinated Monthly Branch Surveys for 30 employees.
- Handled telephone calls, travel arrangements and scheduling various meeting and luncheons.
- Reviewed and submitted monthly employee pay activities: responsible for the review and preparation of 4 departments' timesheets and salary preparations.
- Noted by management as a valuable contributor, received a Service Leader Award.

Educational Background

Monmouth University/West Long Branch, New Jersey

Graduated 1995

Dual Major: Bachelor of Science Degree in Finance and Marketing

Professional Background: Bloomberg, First Call, Windows XP, Word, Excel, Publisher, Sales Force, ACT!, Constant Contact, Join Meeting, Omega Alert, Pershing NetX 360, WorldCheck, ServSafe Certificate, Certificate of Qualified Bartender

Submission Date

04-30-2019 14:14:33

First Name

Alicia

Last Name

Anglin

E-mail Address

aliciaanglin@gmail.com

Phone

973-738-7406

Address

69A Mountain Ave

Unit or Number

A

City, State

Springfield NJ

Zip Code

07081

What region(s) are you applying to work within?


- New Jersey

Which position(s) are you applying for?

- Server
- Bartender

Are you applying for:

- Full-Time
- Part-Time

When can you start? Wednesday, May 01, 2019**Can you work overtime?**

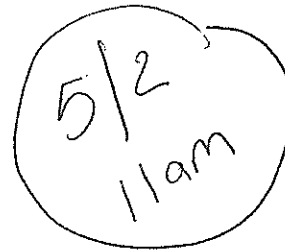
Yes

How did you hear about us?

- Social Media

What days/times can you work? Select all that apply:

- Monday AM
- Monday PM
- Tuesday AM
- Tuesday PM
- Wednesday AM
- Thursday AM



- Friday AM
- Saturday AM
- Sunday AM
- Sunday PM

Have you ever applied to or worked for Acrobat before?

No

If hired, would you have reliable means of transportation to and from work?

Yes

If hired, can you present evidence of your legal right to live and work in this country?

Yes

Are you able to perform the essential functions of the job for which you are applying?

Yes

Name of School

Monmouth University

City & State

West Long Branch NJ

Grade/Degree

BS

Graduated?

Yes

Do you have any special licenses? (If so, label under "Special")

Yes

Are you computer literate? (If so, label which programs under "Special")

Yes

Are you proficient with Point of Sale systems? (If so, label which under "Special")

Yes

Do you have any experience, training, qualifications or special skills? (If so, label under "Special")

Yes

Special:

ServSafe Certificate
Bartender License

Are you currently employed?

Yes

Can we contact your current employer?

Yes

Name and Address of Employer

Tribeca Rooftop

Type of Business

Catering

Phone Number

212-625-2600

Your Position & Duties

Banquet Server

Bartender

Date of Employment (from/to):

11/2018 to Present

Reason for Leaving

Still employed

Still Employed:

Yes

First Name

Brian

Last Name

Cerullo

E-mail Address

bcerullo@pershing.com

Phone

4073501136

Relationship:

Friend/Coworker

Years Acquainted:

12

I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

- (Checked box indicates acknowledgement)

I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

- (Checked box indicates acknowledgement)

I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

- (Checked box indicates acknowledgement)

I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

- (Checked box indicates acknowledgement)

Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

- (Checked box indicates acknowledgement)

I hereby acknowledge that I have read and understand the above statements.

- (Checked box indicates acknowledgement)

Applicant Digital Signature (Type Name):

Alicia Anglin

Date:

 Tuesday, April 30, 2019

Please Attach Resume Below

[A.Anglin.Resume.2019.docx](#)

Name Alicia Anglin

Servers Test

Score / 35

Multiple Choice

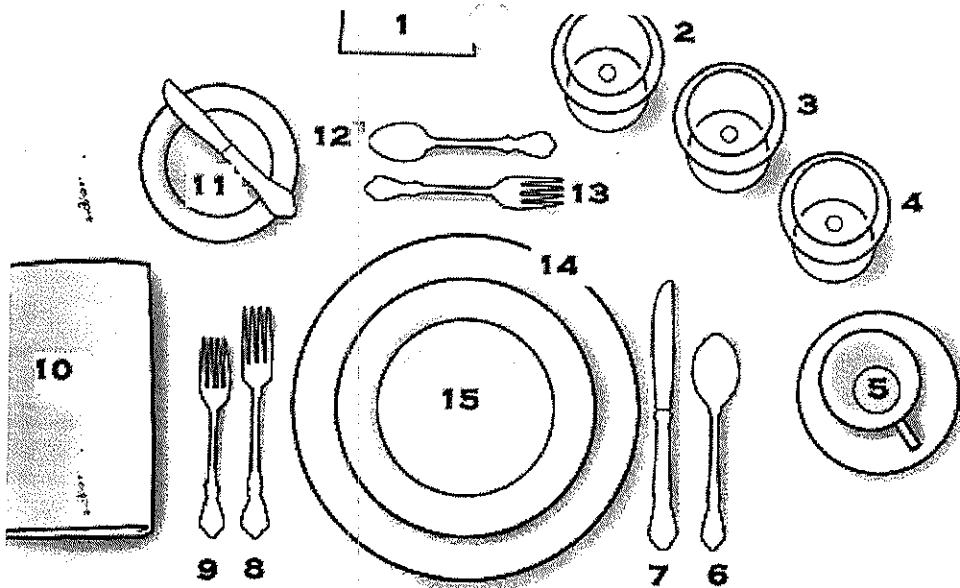
- 1) Food is served on what side with what hand?
 a) On the left side with the left hand
 b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand
- 2) Drinks are served on what side with what hand?
 a) On the left side with the left hand
 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 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

100%

Match the Correct Vocabulary

- D Scullery
E Queen Mary
A Chaffing Dish
B French Passing
G 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



Alicia Anglin

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) |

- | | |
|-----------|-----------------------|
| <u>10</u> | Napkin |
| <u>11</u> | Bread Plate and Knife |
| <u>1</u> | Name Place Card |
| <u>12</u> | Teaspoon |
| <u>13</u> | Dessert Fork |
| <u>6</u> | Soup Spoon |
| <u>15</u> | Salad Plate |
| <u>4</u> | Water Glass |

Fill in the Blank

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? DESSERT / AFTER DINNER DRINKS
- ☒ Synchronized service is when: ALL THE SERVERS BRING TO DINNER PLATES OUT TO THE GUESTS AT THE SAME TIME
- What is generally indicated on the name placard other than the name? SPEAKING ASSIGNMENT
- 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?
HAVE KNOWLEDGE OF THE SPECIALTY DINNER SELECTIONS AND THEN ADVISE CAPT OF THE DIETARY NEED.