

Shamecca A. Johnson

85 North 14th Street
East Orange, New Jersey 07017

Phone: (973) 592-7517
Email: shameccajohnson25@gmail.com

EDUCATION

Barringer High School - Newark, New Jersey
High School Diploma, 2011.

PROFESSIONAL EXPERIENCE:

Food prep/dessert finisher

The Cheese Cake Factory-Short Hills, New Jersey

September 2018 – April 2019

- Working in a fast timely manner and assuring accuracy
- Plating orders for to go and dining
- Stocking stations at the beginning and end of every shift
- Working well with others as well as little to no supervision
- Pulling items from the freezer and tagging them for display
- Assuring customer satisfaction

Whatever/whenever

W Hotel - Hoboken, New Jersey

October 2018 – Present

- Completed final breakdown of function, by cleaning the rooms, and cleaning/returning equipment to its proper location.
- Completed closing duties, including storing all reusable goods, locking doors, breaking down goods, etc.
- Set up, stock, and maintained work areas.
- Monitored and maintained cleanliness, sanitation, and organization of assigned station and service areas.
- Transported dirty linen to correct area to be cleaned, separate napkins from tablecloths, and restock linen shelves with clean linens.
- Maintained cleanliness of work areas throughout the day, practicing clean-as-you-go procedures
- Assisted other departments when needed to ensure optimum service to guests.
- Front desk representative /(Temp)
- Answer Phones
- Book appointments
- Housekeeping
-

Personal Assistant/ Sales Associate

The Konscious Scents - Newark, New Jersey

June 2017 – October 2018

- Greeted customers in a timely fashion while quickly determining their needs
- Recommended merchandise to customers based on their needs and preferences
- Responded to customer questions and requests in a prompt and efficient manner
- Built relationships with customers to increase likelihood of repeat business
- Shipped order and process refunds
- Responsible for all cash and credit transactions

- Managed the websites and social media accounts

Sales Associate

BSW Beauty Supply - East Orange, New Jersey

February 2016 - September 2017

- Assisted customers with knowledge, empathy and sincerity by directing them to products and explaining product features
- Recorded all sales in the Point of Sale System and handle all monetary transactions accurately and effectively
- Maintained excellent store appearance and assist with store merchandising to provide a positive shopping experience for our customers

Office Assistant

Greater Newark Conservancy – Newark, New Jersey

June 2009 – July 2017

- Trained and managed new hires
- Received and placed telephone calls
- Basic clerical tasks; Typing, Filing, & Faxing
- Sorted and distributed incoming and outgoing mail
- Data entry
- Planned events
- Assisted Office managers in events

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

F Queen Mary

A Chaffing Dish

X G French Passing

X B Russian Service

C Corkscrew

J 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

- 8 Dinner Fork
5 Tea or Coffee Cup and Saucer
7 Dinner Knife
2 Wine Glass (Red)
9 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
4 Soup Spoon
15 Salad Plate
6 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? sugar milk a spoon
- Synchronized service is when: All plates served at once
- 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? 9 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

ask the chef
ask the cook