

Devin D. Johnson

3955 South Algonquin Drive Apt. 178 Las Vegas, NV 89119
Email: d.johnson2@lafilm.edu
Cell: (725) 261 - 9502

To Whom It May Concern:

Thank you for posting your job opening for Front Desk Administration, CSR. The job details in the criteria fit my skill set very well. I have had over seven years of experience as a Front Desk and Customer Service Representative starting with handling reservations and check-ins, night audits, to filing maintenance work orders, registrations with the city and state, past due bill collections, evictions and repossession.

If it is possible to further discuss the details of the position please feel free to contact me at:

(725) 261-9502 or email me at d.johnson2@lafilm.edu.

Thank you for your consideration.

Sincerely,

Devin D. Johnson

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Objective: Seeking a Front Desk or Administrative position in a fast paced, welcoming and friendly environment; where my extensive experience in Customer Service may be most appreciated and strengthened not just for the growth of the company, but to better satisfy the needs of our patrons.

Education: **The Los Angeles Film and Recording School**
Los Angeles, CA
June 2011 / Audio Production & Engineering / Associate of Science in Recording Arts

Experience:

Check-in Rental / Sales Agent
Sixt Rent-A-Car Las Vegas, NV
Sept/2014 – Feb/2015

- Reservations, upgrades, insurance and protection coverage plan sales
- Returns, Insurance and accidents claims, registration update, inspection and cleaning.
- Billing Collections, fleet managing, handling and reporting Customer Service Satisfactory Statistics for branch administration.

Senior Advocate/ Marketer/ Driver
Friends Helping Friends Las Vegas, NV
July/2014 – Present

- Patient Intake, Transportation, and follow up.
- Communications, Event Hosting, Case Management.
- Patient Advocacy

Research Associate
Precision Opinion / Center For Disease Control And Prevention Las Vegas, NV
April/2013 – October/2014

- Interviewing Patients collecting and reporting confidential Immunization data.
- Marketing Healthcare and Health Insurance Services.

Front Desk CSR
Howard Johnson (Airport Inn) Las Vegas, NV
AUG/2008 – FEB/2009

- Head of Security and property patrolman.
- Front Desk Reception, Night Audit, Room Service.
- Shuttle Driver.

Front Desk CSR / Porter
Extended Stay America (Homestead Studio Suites Las Vegas, NV
APR/2007 – SEP/2008

- Front Desk Reception, Overnight Check-in.
- Room Service, Porter.

Activities: At No Other Way Ministries, I am the Praise and Worship music coordinator, video and audio editor, a graphic designer, as well as manager of the Media Ministry. I have an advanced computer literacy especially with using Microsoft Word, PowerPoint, Excel, Adobe Photoshop, iMovie, Final Cut Pro, Garage Band, and Soundtrack Pro, Pro-Tools, Logic.

Name _____
Servers Test _____
Score 24/ 35

Multiple Choice

b 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

9

A 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

A 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

B 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 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

Match the Correct Vocabulary

D ... Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E ... Copper 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 ... Chafing dish

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

C ... French Passing

D. Area for dirty dishware and glasses

B ... Pot au Feu

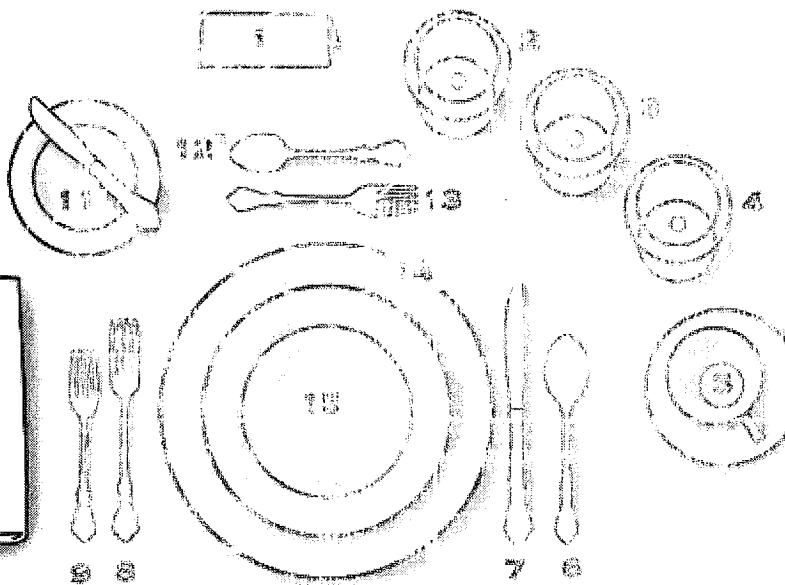
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

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

8	Dinner Fork
5	Tea or Coffee Cup and Saucer
2	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
4	Water Glass

Fill in the Blank

1. The utensils are placed 3-5  inch(es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Tea spoon, Tea Cup, Saucer
3. Synchronized service is when: served @ the same time
4. What is generally indicated on the name placard other than the name? what is being served
5. The Protein on a plate is typically served at what hour on the clock? 6 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? note it while taking order