

SARAH SMITH

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South Pasadena, CA. 91030

OBJECTIVE

To be a dedicated, hard worker in any field, attentive, team player with a positive attitude and quick learner. I am also, an experience sales associate, cashier, and food server. I will be a great candidate for your company.

WORK EXPERIENCE

February 2107 – Present

PAVILIONS, VONS CO.

Customer Service- Courtesy Clerk/Cashier

1213 S Fair Oaks Ave, South Pasadena, CA, 91030

Customer compliments regarding outstanding customer service skills more than often. Resolved customer issues before escalating to Management by providing solutions that were within policy always accurate with cash handling. Strong ability to multi-task and will take initiative during downtime to ensure checkout is clean, neat and well-stocked.

Responsibilities include:

Cash register training completed, excellent attention to detail, assisting with bagging groceries and general merchandise. Make sure the customer experience is the best, insuring all of the following: Putting carts away, sweeping the workstations both indoors and outdoors, and even blowing up celebratory balloons.

April 2017 – January 2018

CENTERPLATE, CORP.

Customer Service – Food Server

300 E Green Street, Pasadena, CA, 91101

- Serve food and excellent service during event or dining hours
- Setup table utilities, plate settings with silverware and glassware pre-set
- Buss, and always attentive to performing cleaning duties
- Set up the entree meal, and passing Hor d'Oeuvres with a smile and elegance
- Taking leadership responsibilities to make every minute count

November 2016 – January 2107

{MORE}

WORK EXPERIENCE

November 2016 – January 2107

ROSS, CO.

Customer Service – Cashier

3425 E Foothill Blvd, Pasadena, CA, 91107

- Put away clothing/shoes/general merchandise in their correct areas
- Picked up clothing/shoes/general merchandise that was on the floor
- Cash register
- Cleaned up the cash register at the end of my work shift

October 2013 – October 2016

DESERET INDUSTRIES, ORG.

Customer Service – Sales Associate/ Cashier

2720 E 11th Street, Los Angeles, CA, 90023

- Put away clothing/shoes/general merchandise in their correct areas
- Picked up clothing/shoes/general merchandise that was on the floor
- Put away clothing away that was left behind in the dressing rooms
- Organized clothing in their correct size/ color
- Cash register
- Counted the cash register money at the end of the work shift
- Wiped down the top of the clothing stands at the end of work shift

EDUCATION

South Pasadena High School, South Pasadena, CA

H.S. Diploma- 2009

REFERENCES

| | |
|---------------------------------|-----------------------|
| Nicky Graham- (626) 799-2261 | Pavillions Manager |
| Rosalva Vasquez- (626) 799-2261 | Pavillions Supervisor |
| Tonya Blair- (626) 390-7065 | Co-Worker |
| Daniel Bostrom- (626) 799-2261 | Pavilions Supervisor |

Multiple Choice

-10

71%

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