

Ma'Hagoni Lilly

Somerset, NJ 08873 / (908) 531-1487 / Mahagoni.school@gmail.com

SKILLS

- Attentive to Details
- Listening and Communication
- Customer Service
- Team Player
- Point of Sale experience
- Great Multitasker
- Organization
- Problem Solver
- Responsible and Reliable

EXPERIENCE

Olive Garden, Piscataway, NJ — Hostess, To-Go Specialist, Server

1/2017- Present

- Pleasantly suggest and sell menu items, including specialty beverages
- Trained To-Go Specialist on menu knowledge, using technology, alley setup/breakdown, dessert preparation, cleaning techniques and the rules of the task given
- Complete side work, such as, cleaning and preparing tables, lobby, alley and bathroom for the next day, cleaning restaurant, setting up condiments, count desserts for dessert counts
- Greet and seat guest with hospitality while managing floor chart
- Answer phone calls for questions and take orders
- Control register, cash servers out, and witness safe drops
- Deliver catering orders to guests and businesses
- Bus/pre-bus tables and roll silverware

Urban Outfitters, Edison, NJ — Sales Associate

12/2018- Present

- Control and clean fitting room
- Positively greet guests
- Educate customers on product and service offerings
- Maintain neat and orderly product display areas
- Maintain regular presence on sales floor to address customer needs

EDUCATION

William Paterson University, Wayne, NJ

9/2018 - Present

Major in Communications and minor in the Music and Entertainment Industries

Piscataway High School, Piscataway, NJ

9/2014- 6/2018

- Notoriety (Audition; a cappella singing group)
- National Honors Society of Music (Tri-M)
- Concert Choir

EXTRA CURRICULAR ACTIVITIES

Jo-Ann's Dance Studio, South Plainfield, NJ

9/2011- 6/2018

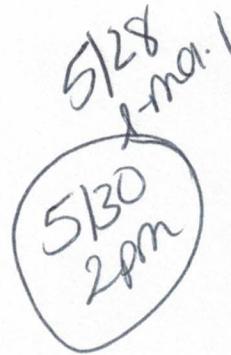
Studied and performed Hip-Hop, Moderne, Jazz, Ballet, and Vocal

Private Vocal Lessons, Piscataway, NJ

6/2016-5/2018

McD
5/22

Server



Ma'Hagoni Lilly

Somerset, NJ 08873

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(908) 531-1487

Authorized to work in the US for any employer

Work Experience

Sales Associate

Olive Garden - Edison, NJ

December 2018 to Present

Control and clean fitting room

- ★ Positively greet guests
- ★ Folding clothes
- ★ Educate customers on product and service offerings
- ★ Maintain neat and orderly product display areas
- ★ Maintain regular presence on sales floor to address customer needs

Hostess, To-Go Specialist, Server

Olive Garden - Piscataway, NJ

January 2017 to Present

Pleasantly suggest and sell menu items including specialty beverages

- ★ Trained To-Go specialist on menu knowledge, using technology, alley setup/breakdown, dessert preparation, cleaning techniques and the rules of the task given
- ★ Complete side work such as cleaning and preparing tables, lobby, alley and bathroom for the next day, cleaning restaurant, setting up condiments, count desserts for dessert counts
- ★ Greet and seat guest with hospitality while managing floor chart
- ★ Answer phone calls to answer questions and take orders
- ★ Control register, cash servers out, and witnessed safe drops
- ★ Deliver catering orders to guests and businesses
- ★ Buss/pre-buss tables and roll silverware
- ★ Respond positively to guest

Education

Communications

William Paterson University - Wayne, NJ

September 2018 to Present

Piscataway High School - Piscataway, NJ

September 2014 to June 2018

Additional Information

SKILLS

- Attentive to detail • Great multitasker
- Listening and communication • Organization
- Customer service • Problem Solver
- Team Player • Responsible and Reliable
- Point of sale experience

Multiple Choice

A 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

B 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 B 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

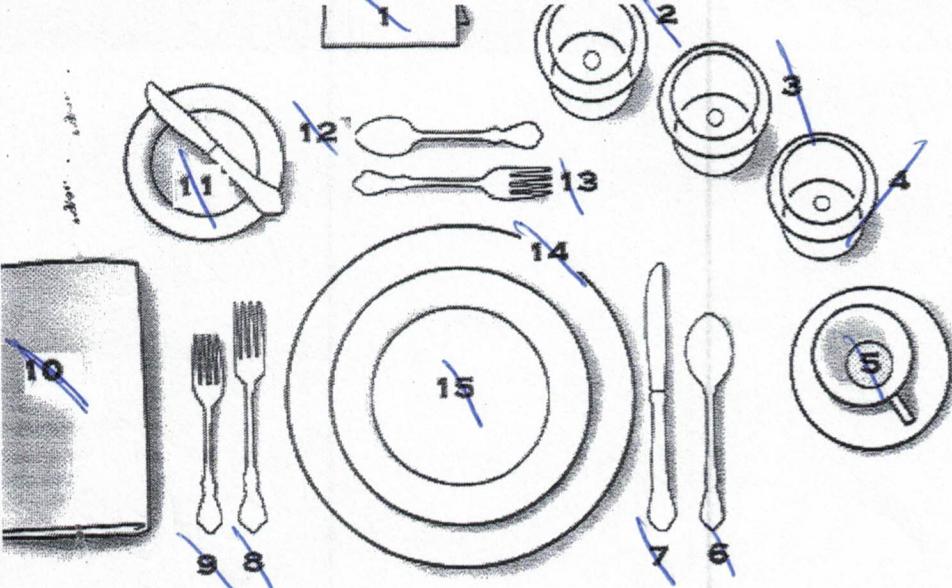
D 6) If you bring the wrong entrée to a guest what should you do?
 a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served
 c) Try to convince 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

85%

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



Yma Hagon 80

Score / 35

Match the Number to the Correct Vocabulary

6	Dinner Fork
5	Tea or Coffee Cup and Saucer
7	Dinner Knife
9	Wine Glass (Red)
14	Salad Fork
3	Service Plate
	Wine Glass (White)

10	Napkin
11	Bread Plate and Knife
12	Name Place Card
13	Teaspoon
13	Dessert Fork
6	Soup Spoon
15	Salad Plate
4	Water Glass

Fill in the Blank

1. The utensils are placed 2 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? sugar, milk
3. Synchronized service is when: when you bring things out together
4. What is generally indicated on the name placard other than the name? table Number
5. The Protein on a plate is typically served at what hour on the clock? 10 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? make sure we have it or can do it & make sure kitchen knows.