

Tiffene K Anderson

Customer Relations Specialist

Hillside, NJ 07205

tiffeneanderson6_nfk@indeedemail.com

9085905612

Enthusiastic customer representative who effectively meets and exceeds productivity goals. Ready, willing and able to maintain a high level of professionalism, energy, and patience to ensure quality rapport and customer loyalty!

Authorized to work in the US for any employer

Work Experience

Internet Sales Manager

The Selection of NJ - Elizabeth, NJ

December 2017 to January 2019

My most recent sales position entails, a series of me organizing, and meeting sales goals, by conserving customer service at a high level. Source content and website traffic is constantly tracked and worked with other administrators for improvement in each department..As a supervisor, I was fully committed to the team and to the car dealership

Customer Relations Specialist, BDC Lead Agent

AMG AUTO - Bridgewater, NJ

April 2016 to December 2017

My essential job functions include ensuring constant traffic Monday through Saturdays throughout the car dealership. Building team incentives and meeting them... I also trained other members of our sales team on our Vinsolutions CRM and hosted several plan of actions meetings and promoting a collaborative and enjoyable environment. Google applications savy and thorough in communication with lead sources (edmunds carcode, carfax, carguru, truecar, etc) assisting customers with loan applications, appraisals, and offers as per necessary.

BDC Agent, Customer Relations Rep, Receptionist

Autoholding Luxury Vehicles - Hillside, NJ

April 2016 to April 2017

My essential job functions included but not limited to controlling inbound and outbound sales leads, telephone calls, and emails. Documented ability to achieve sales goals and bonuses via commission. Preparing google sheets, based on showroom visits, traffic, and round robin rotations. CRM efficiency in Dealersocket and Vinsolutions.

Server Team Coach

TGIFridays - Springfield, NJ

September 2015 to June 2016

As team coach and shift lead, I was a driving force behind food and drink sales goals in order to increase traffic nights, and working closely with management to ensure a proper EcoSure approved close. (Server and host trained) 5+ years of experience in food and beverage.

6/11 @ 10 am
Tiffene. Anderson
@yahoo.com

Jul 27th
Klean

Restaurant Server

Ruby Tuesday - Union, NJ
January 2012 to August 2015

I was responsible for greeting and providing a healthy rotation of customers and guests to each server and bartender. Responsibilities included and were not limited to - greeting patrons , preparing hand crafted beverages with fresh garnish, and serving food in a quick but mellow family friendly environment .

Banquet Server

T&L CATERING - Linden, NJ
April 2019

As a member and server of the Banquet team , I am expected to maintain the respective uniform and attire for each event..with a proper appearance and lively attitude... In addition to serving customers their courses and maintaining a clean hall , I am responsible for cleaning after an event, and preparing the event as well.. That includes but is not limited to offering help to the bar staff, folding linen , organizing dishes and table clothes ..

Education

BA - 3 Years Course Work Completed in Sociology

Delaware State University - Dover, DE
August 2008 to September 2011

Skills

Microsoft Office, Excel , Google Applications (5 years), Customer Service, Up-Selling, Call Center, Customer Support, Customer Care

Interview Note Sheet

Name: Tiffane K Anderson
 Date: 6/11/19
 Position (s) Applied for: Server for Gala Event

Interviewer: Diana Gomez
 Rate of Pay: \$14/hr.
 Referred by:

Test Scores					
Server	/35	%	Bartender	/30	%
Prep Cook	/15	%	Barista	/10	%
Grill Cook	/40	%	Cashier	/10	%
Dishwasher	/10	%	Housekeeping	/15	%

Seeking:

☒ Full-Time

☐ Part-Time

Relevant Experience & Summary of Strengths

Total of _____ In Food Service

Senior @ B&B Fridays
host (1 year)

- Good personality

- shift lead, coach
(open/closing)

tray # 3/4 plates / 1 team

@ Ruby Tuesday

@ Dignity Senior
TEL Catering
- working now

P.O.S. Experience: Y / N details:

Transportation: Car Public Transit Carpool (Rider / Driver)

Regions Available to work

North NJ

South NJ

Central NJ

Jersey Shore

Competencies & Skills

TIPS

Serv-Safe

LEAD

Other _____

Will Submit

Work Schedules

Open

AM only

PM only

Weekdays only

Weekends only

Details:

Bistro

Black Bistro

Tuxedo

1/2 Tuxedo

Black Vest

Long Black Tie

Chef Coat

Chef Pants

Knives

Black Pants

Non-Slip Shoes

Bow Tie

Other: _____

Would you recommend this applicant for Aarson Academy? Yes

Conversion Candidates:

Other Languages Spoken:

Multiple Choice

- 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
- 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 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

-15
579

Match the Correct Vocabulary

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

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>4</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 21 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar, cream, substitutions
- Synchronized service is when: all service is done at the same time
- What is generally indicated on the name placard other than the name? table number *Chow of meal*
- The Protein on a plate is typically served at what hour on the clock? The half-hour
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
inform the expeditor