

Antoineesha J. Shorty

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Qualification Highlights:

- Excellent communication and interpersonal skills
- Capable of performing and completing multiple tasks at a time
- Demonstrates great organizational skills
- Strong leadership characteristics while still having an excellent ability to take instruction from others
- Able to access, analyze, and provide information in a timely manner Experienced in areas of cultural diversity
- Proficient in computer and data entry assignments

Employment History:

Krimseys Cajun Kitchen- July 2018 - June 2019 (*Server/Shift Lead*)

- Maintain a positive and welcoming environment for all guests that enter the establishment
- Train future employees on all duties of FOH (i.e. counting out registers, health/safety expectations)
- Perform multiple tasks at a time such as: serving dishes, completing orders, attending to customers' requests, and sanitizing tables.
- Keep track of inventory in order to have all necessary items completely stocked at all times

Amazon- June 2017- July 2018 (*Part Time Prime Now Associate*)

- Oversee the operations in the dispatch so orders for both UIL and Fresh can be scanned and given to drivers in a timely manner.
- Assisted in preparing more effective ways to involve other employees when getting packages out to drivers.
- Check orders, pick items, and bag them in a timely fashion for customers.
- Assist other team members in receiving orders from other buildings and storing them into its appropriate place
- Label and organize orders so that customers can receive their packages during the expected time frame.

Kroger- February 2017- April 2017 *Cashier*

- > Maintain a structured station along with organizing areas around me
- > Demonstrate excellent multi-tasking skills when assisting customers
- > Train new employees and guide them into the fast-paced environment
- > Provide respectable and welcoming customer service

Education:

- **Valparaiso University in Valparaiso, IN- (*August 2013- January 2016*)**
- **Gwendolyn Brooks College Prep in Chicago, IL- (*September 2009- June 2013*)**

Skills in Training: French
College Courses Business
College Courses Music
College Courses

References available upon request

Name Antoinette Shorty
Score /35

Servers Test

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
- 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
- d 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

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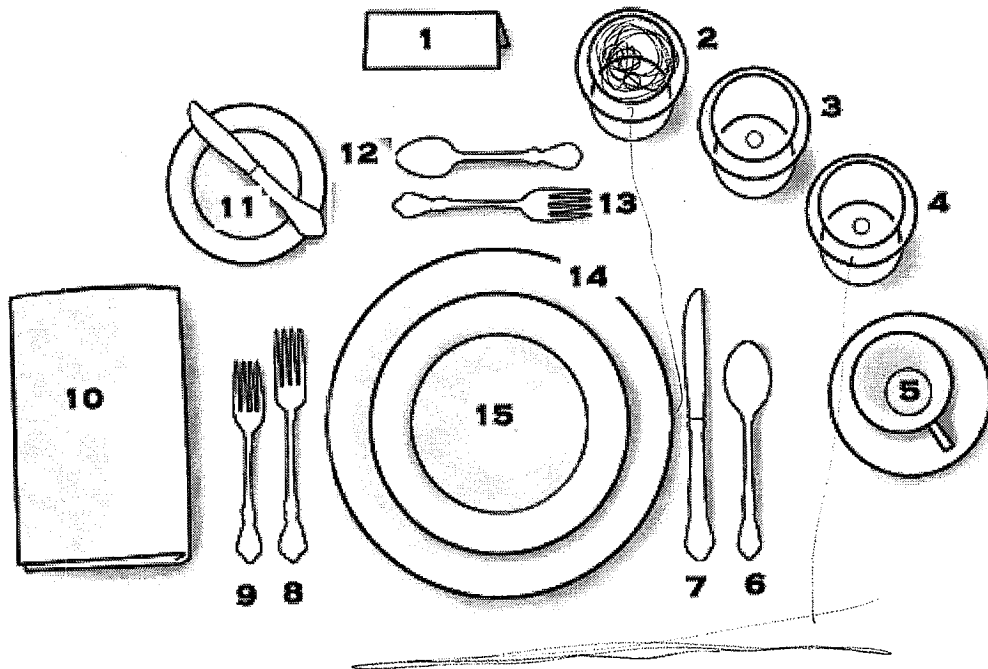
Match the Correct Vocabulary

- 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

Name Antoneesha Shetty
Score / 35

Servers Test



Match the Number to the Correct Vocabulary

- | | | | |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin | <u>8</u> | Dinner Fork |
| <u>11</u> | Bread Plate and Knife | <u>5</u> | Tea or Coffee Cup and Saucer |
| <u>1</u> | Name Place Card | <u>13</u> | Dinner Knife |
| <u>12</u> | Teaspoon | <u>3</u> | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| <u>6</u> | Soup Spoon | <u>14</u> | Service Plate |
| <u>15</u> | Salad Plate | <u>4</u> | Wine Glass (White) |
| <u>2</u> | 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? Soup and bread, sugar cream
- Synchronized service is when: all guests are served precisely the same time
- What is generally indicated on the name placard other than the name? their meals
- The Protein on a plate is typically served at what hour on the clock? 6:00 p.m.
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
tell the chef