

Cheylah Miller

2320 3rd ave.

Los Angeles, CA 90018

(310) 627-7635

CHEYLAHM@GMAIL.COM

SKILLS

SALES/MARKETING, CASHIER EXPERIENCE, COMMUNICATIONS, COMPUTER/TECHNICAL KNOWLEDGE, TEAM COLLABORATION, QUICK TO LEARN, PRODUCT KNOWLEDGE, BRAND AWARENESS, INNOVATIVE, POSITIVE ENERGY, EXCELLENT CUSTOMER SERVICE, ENTHUSIASM, HIGH MOTIVATION, SELF-AWARENESS

EXPERIENCE

DECEMBER 2017- OCTOBER 2018

Bonobos, San Francisco, CA - Guide

- As a guide, I demonstrated product knowledge, brand awareness, and built a strong relationship with each customer, through daily clienteling and frequent follow-ups.
- I escorted each client as they browsed through the floor models, fit them in the whole assortment of Bonobos clothing, and placed each order on our POS system.
- Fit multiple grooms and their groomsmen in suits/tuxedos for weddings.

WINTER 2017/2018

Nordstrom Rack, San Francisco, CA - Sales Associate

AUGUST 2016 - JUNE 2017

Old Navy Flagship, San Francisco, CA - Stylist/Brand Associate

- Consistently surpassed daily store goals by recruiting individuals to apply for Old Navy brand cards and steadily driving sales, while building strong customer connections.
- Exchanging constructive feedback during daily meetings with my team helped me to quickly master the necessary skills to effectively perform my tasks.
- Promptly and accurately resolved any customer concerns and product/inventory inquiries.
- Processed customer transactions at the cash register, and facilitated mobile purchases, online orders, and returns out on the sales floor.
- Regularly strove to maintain a clean, organized sales floor by sorting, folding, straightening, cleaning any garbage, monitoring and restocking inventory, etc.

SUMMER 2016

Old Navy, Los Angeles, CA - Brand Associate

OCTOBER 2015 - JUNE 2017

JumpStart SFSU, San Francisco, CA - Corps Member

- Through extensive planning and consistent collaboration with my site manager, team leader, and teammates, I created original activities for the whole class.
- Formed positive, interpersonal connections and lasting relationships with the children in classroom (ages 3-5 years old), as well as their families.
- Managed all materials used by our team in the classroom.
- Led small groups in reading/literacy building activities daily.

SUMMER 2015

KPFK, Los Angeles, CA - Intern

- Researched, wrote, recruited guests for, and produced an hour long radio segment, which aired on 'Sojourner Truth with Margaret Prescod' on Pacifica Radio: <https://soundcloud.com/sojournertruthradio/7-15-15-sojourner-youth-panel-discusses-laUSD>
- Assisted in the "phone room" by answering calls and taking pledges during fund drives.
- Supervised the front desk/reception area as needed.
- Managed and updated all social media accounts, handled promotions, and started live streaming for 'Sojourner Truth with Margaret Prescod'.
- Helped schedule, prepare for and generate attention to numerous fundraising and/or political events, news interviews, etc. with Margaret Prescod.

EDUCATION

AUGUST 2015- PRESENT, **San Francisco State University, San Francisco, CA - Bachelor's Degree Program**

References

Enrique

Nordstrom Rack, San Francisco, CA- Manager (Men's Clothing) Winter 2017-2018

- (415) 580-9959

Davina Vargas

Old Navy Flagship, San Francisco, CA - HR Manager 2016-2017

- (415) 344-0375
- Davina_vargas@gap.com

Celeste Lopez

Jumpstart SFSU, San Francisco, CA - Team Leader 2015-2016

- (805) 509-2163
- celeste.lopez.c@gmail.com

Jissel Pobelete

JumpStart SFSU - Site Manager 2016-2017

- 1900 Holloway Ave. San Francisco, CA 94132
- (415) 338-3621
- Jpobelete@jstart.org, Jissel.Pobelete@jstart.org

Margaret Prescod

KPFK - Activist, Host of 'Sojourner Truth with Margaret Prescod'

- 3729 Cahuenga Blvd, Studio City, CA 91604
- (818) 985- 2711
- mpkpfk@gmail.com

Corinne Gaston

KPFK - Assistant Producer 2015

- (610) 733- 6307
- sojournertruthradio@gmail.com

John Mackendrick

Orthopaedic Hospital Medical Magnet High School

- (310) 367-9405
- johnmackendrick@gmail.com

Joni Brill

Orthopaedic Hospital Medical Magnet High School

- (323) 448-4061
- jecho87@gmail.com

Multiple Choice

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

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

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

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

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

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 Queen 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 Chaffing Dish

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

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

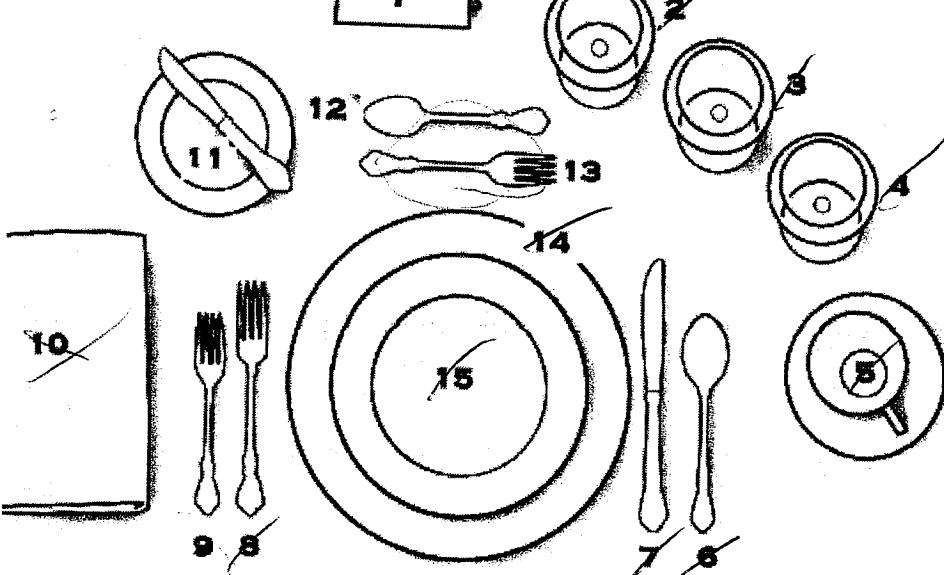
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

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. 10 Dinner Fork
 5. 14 Tea or Coffee Cup and Saucer
 7. 12 Dinner Knife
 9. 13 ~~12~~ Wine Glass (Red)
 1. 11 Salad Fork
 14. Service Plate
 3. 6 Wine Glass (White)

10. Napkin
 11. Bread Plate and Knife
 1. Name Place Card
 12. Teaspoon
 B. 8 Dessert Fork
 6. Soup Spoon
 15. Salad Plate
 4. Water Glass

Fill in the Blank

1. The utensils are placed 5 to 10 inch (es) from the edge of the table.
 2. Coffee and Tea service should be accompanied by what extras? sugar, cream, milk.
 3. Synchronized service is when: everyone gets their plates at the same time.
 4. What is generally indicated on the name placard other than the name? title, event occasionally.
 5. The Protein on a plate is typically served at what hour on the clock? Dinner around or after 6pm.
 6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
tell the cook/chef.