

ANGELA JORDAN
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OBJECTIVE

Seeking a new level of responsibility and challenge within a dynamic business that will utilize my past accomplishments, skills, computer efficiency and an understanding of office management techniques to help meet corporate objectives, provide personal challenges and opportunities for growth in the customer service industry.

QUALIFICATIONS

Twenty plus years of experience in the medical field which includes extensive front office coordination and leadership, organization, insurance pre-certification, scheduling of MRI, CT and Xrays . Knowledge of EMR, Microsoft Excel, Word, Adobe, Outlook. Xfin, Copia, ADP, Salesforce, Phoenix. Years of experience in Food and Beverage
Working for Petco Park, SDCCU, Holiday Inn, Marriott, Sunday River Ski Resort.

EXPERIENCE

Sequenom Laboratories

Billing Associate

March '16-current

- Answering patient's questions regarding bills, offering to help assist patients in lowering bill
- collecting payments, providing cost estimates, adjusting accounts.
- Calling insurances to verify eligibility, collecting late accounts, chart auditing.

Delaware North

Bartender/ In-seat Server

Sept' 15-Current

- Former In-Seat server promoted to bartender.
- Provided bar patrons with superior service with enjoyable, memorable experience at Club Level/ VIP
- Excellent at upselling customers from shelf to premium brands.

Vitas Innovative Hospice

Admission Coordinator

Nov '09- April '16

- Call Center Environment. Multi-tasking through several programs at once, typing 40+ wpm, Answering calls from families, physicians, hospitals, nurses and case managers.
- Scheduling of nurses and taking report from nurses, keeping constant communication with families daily. Knowledge of all insurances. Keeping

EDUCATION July 2002-January 2003 Grossmont College obtained an E.M.T.
Basic License August 1990-May 1992 Casco Bay College, Associate Degree in Business
Management

Name Angela Jordan

Servers Test

Score 31 / 35

Multiple Choice

- A 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
- AD 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
- 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

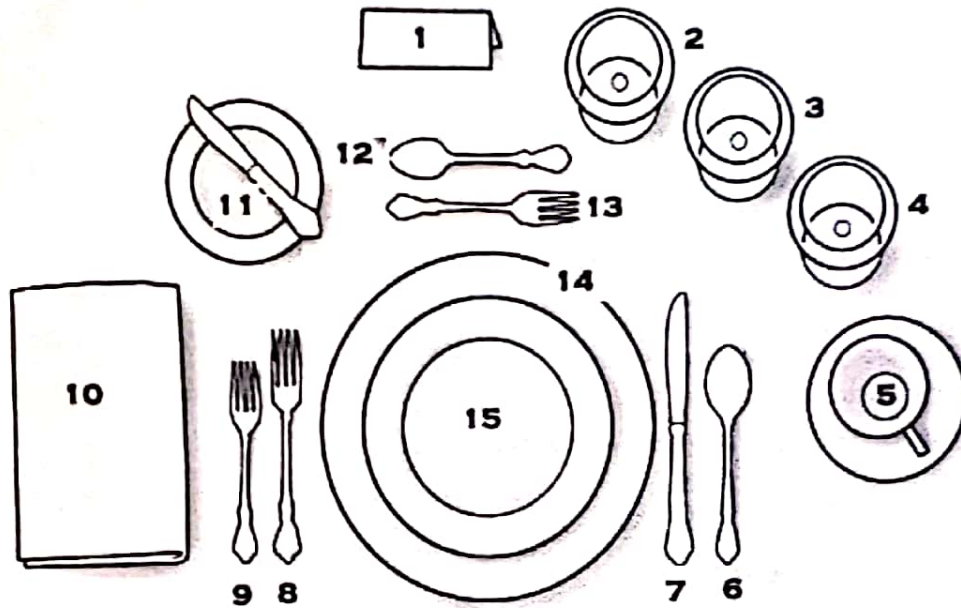
- D Scullery
E Queen Mary
A Chaffing Dish
B French Passing
G Russian Service
F Corkscrew
DC Tray Jack

- 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 _____

Servers Test

Score / 35



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>7</u> ✓ Dinner Knife |
| <u>12</u> ✗ Teaspoon | <u>2</u> ✓ Wine Glass (Red) |
| <u>13</u> ✓ Dessert Fork | <u>13</u> ✓ Salad Fork |
| <u>12</u> ✗ Soup Spoon | <u>14</u> ✓ Service Plate |
| <u>15</u> ✓ Salad Plate | <u>3</u> ✓ Wine Glass (White) |
| <u>4</u> ✓ Water Glass | |

Fill in the Blank

- The utensils are placed 1/2" ✗ inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream/sugar ✓
- Synchronized service is when: everyone servers @ the same time ✓
- What is generally indicated on the name placard other than the name? to find they want treat ✓
- The Protein on a plate is typically served at what hour on the clock? 6 ✓
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
serve first ✓