

# Antony Grigoryan

(323)-447-2438

toniygin@gmail.com

## COSTUMER SERVICE REPRESENTATIVE

**I am experienced costumer service representative seeking full-time or part-time position where i can apply my knowledge and skills for continuous improvement of the company.**

**I am organized, fast adjusting person no matter what kind of environment i'm in. Capable to work in really intense situations with problem solving and communication skills. Always open minded and trying to learn something new.**

### References:

- Light and heavy administrative and secretary duties
- Strong work ethic skills
- Ability to work as a team or solo member with intense environment on big events
- Assisting with managing tasks
- Managing and answering phone calls
- Positive attitude and open thinking
- Quick learner and detailed oriented
- Coordinating documentary records
- Punctuality and reliability
- Excellent computer capability
- Communicative problem solving
- Schedule task accomplishment
- Creative approach to assignments
- Budget-wise and money management

### Experience

#### **MACY'S INC COSTUMER SERVICE REPRESENTATIVE**

NOV 2017 - PRESENT

I'm working with Macy's company for almost 2 years. My priority and goal as a team member in specifically costumer service department is to make sure on verity of solution of different kind of situations that costumers come to find. Every day we working as a team and sometimes just as one associate to help our clients. Our department range responsibilities can start from small administrative paper tasks and end with helping to manage whole different department, could be challenging but not impossible.

Always trying to find balanced solution for each client even when problem looks truly complicated.

#### **Detailed description**

- Stand intense situations, customer inquiries, complaints, help with billing questions and making payments.
- Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions.
- Contact customers regarding particular orders with issues and suggest the proper resolution
- Interface daily with money management
- Participate in brainstorming meetings for campaign ideas based on clients expectations

#### **GROCERY STORE MANAGER ASSISTANT**

NOV 2016 - OCT 2017

- Filling time sheets, daily logs and invoices.
- Manage grocery's by scheduling contractors and material deliveries.
- Building team schedule and be willing to substitute someone who absent or find quick substitution.
- Review and submit sales reports to supervisor.
- Open and close grocery store , accounting sales and losses

**Servers Test**

**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**

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

1) A roll of quarters is worth?

- a) \$5.00
- ☒ b) \$10.00
- c) \$15.00
- d) \$20.00

2) A roll of dimes is worth?

- ☒ a) \$5.00
- b) \$4.00
- ☒ c) \$3.00
- d) \$2.00

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- ☒ d) \$2.00

4) A roll of pennies is worth?

- ☒ a) \$1.00
- b) \$0.75
- ☒ c) \$0.50
- d) \$0.25

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- ☒ c) Point of sales
- d) People over service

6) What is the current sales tax rate in your city 9.5?

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- ☒ c) \$7.06
- d) \$5.06

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- ☒ a) \$19.50
- ☒ b) \$14.50
- c) \$9.50
- d) \$4.50

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- ☒ d) \$12.00

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- ☒ a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50