

ARIEL ADAMS

Tues 9/11/16

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7/16

SUMMARY

Goal-driven Receptionist with extensive background managing busy reception areas and multi-line telephone systems. Security-conscious and astute in the control of confidential documentation.

SKILLS

- Recordkeeping and bookkeeping
- Tech-savvy
- Multitasking ability
- Multitasking and prioritization
- Data entry
- Scheduling
- Organization and efficiency
- Detail oriented
- Professional appearance
- Service-oriented mindset
- Flexible

EXPERIENCE

EASTLAND SUITES HOTEL & CONFERENCE CENTER

St.Louis, MO

Hotel Server

06/2012 to 04/2013

- Stocked newly delivered inventory in storage, kitchen and food prep stations.
- Welcomed guests with personable attitude and smile, offering to bring beverage orders while reviewing menu options.
- Cleaned and inspected food preparation areas for safe and sanitary food-handling practices.
- Guided guests through menu options while demonstrating thorough knowledge of food, beverages and ingredients.
- Recorded orders and partnered with [Number] team members to serve food and beverages.
- Manually placed reservations answered by phone and email into [Software].
- Discussed menu items and dietary concerns, noted special requests and suggested appetizers or other additional items to meet upsell goals.
- Checked on all tables at appropriate intervals to refill drinks and respond to requests.
- Discussed alternative selections with chef for guests with food allergies or gluten-free requests.

HILTON GARDEN INN

St.Louis, MO

Banquet Captain

06/2013 to 03/2015

- Prepared and reviewed event budgets with clients and negotiated pricing.
- Developed highly effective wait staff and kitchen personnel.
- Forecasted, scheduled and monitored labor to be consistent with store traffic.
- Discussed menu items and dietary concerns, noted special requests and suggested appetizers or other additional items to meet upsell goals.
- Managed an efficient, friendly and effective crew of 150.
- Operated check stand equipment including cash register, scanner and scale.
- Managed closing duties, including restocking items and reconciliation of cash drawer.
- Complied with health and sanitation practices and procedures.
- Interviewed, hired and trained staff on bar practices, customer service standards and productivity strategies which improved customer retention and bolstered sales.
- Interviewed, hired and trained new associates.

RED LOBSTER

St.Louis, MO

Serve/Host/Bartender

08/2015 to 08/2017

- Checked out customers and bagged items quickly.
- Gave every customer immediate and undivided attention.
- Washed buffet, restaurant and banquet items, including silverware, dishes, cooking utensils, equipment and displays.
- Served average of [500] patrons daily at Red Lobster.
- Operated check stand equipment including cash register, scanner and scale.

- Complied with health and sanitation practices and procedures.
- Greeted all customers.
- Made recommendations concerning daily specials, wine selections and desserts to guide patrons toward more profitable items.
- Delegated tasks to team members to optimize productivity.
- Transported all dirty glassware and utensils from dining room to dishwashing area for proper cleaning.

SPRINT
St.Louis, MO

Sales Associate

02/2016 to 07/2017

- Fostered relationships with customers to expand customer base and enhance loyalty and retention.
- Provided expert product and service information.
- Promoted product quality, value and style to influence customer buying decisions.
- Completed purchases with cash, credit and debit payment methods.
- Recommended merchandise based on customer needs.
- Created attractive product displays to enhance customer experiences and boost sales.
- Maintained visually appealing and effective displays for entire store to drive sustained revenue and move target products.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.

JOHN HAYDEN STATE FARM
St.Louis, MO

Receptionist

09/2017 to 12/2018

- Responded to telephone inquiries from clients and [Job Title]s and delivered information to inform and educate callers.
- Compiled and produced documents and reports and filed, copied or faxed required papers to appropriate parties.
- Oversaw office inventory by restocking supplies and submitting purchase orders for new [Type] and [Type] products.
- Generated shipment invoices, prepared packages and set up courier deliveries for customers.
- Represented office personnel and company brand in regular client correspondence.
- Managed and controlled office supply inventory to ensure timely ordering or requisition of depleted or low-level stock.
- Answered and directed incoming calls using multi-line telephone system.
- Welcomed guests and clients in an upbeat and friendly manner.

EDUCATION AND TRAINING

HIGH SCHOOL DIPLOMA

2009

Eureka High School, Eureka, MO

BACHELOR OF ARTS

2018

Harris-Stowe State University, St. Louis, MO

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

d Scullery

e Queen Mary

a Chaffing Dish

g French Passing

b 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

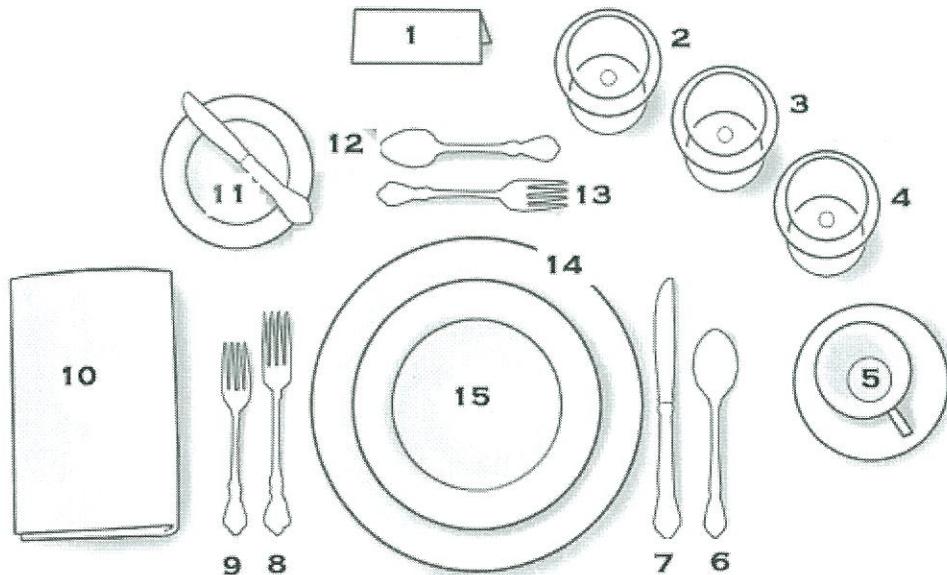
F. Used to open bottles of wine

G. Style of dining in which the courses come out one at a time

Name Ariel Adams

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

<input checked="" type="checkbox"/> <u>10</u>	Napkin	<input checked="" type="checkbox"/> <u>8</u>	Dinner Fork
<input checked="" type="checkbox"/> <u>11</u>	Bread Plate and Knife	<input checked="" type="checkbox"/> <u>5</u>	Tea or Coffee Cup and Saucer
<input checked="" type="checkbox"/> <u>1</u>	Name Place Card	<input checked="" type="checkbox"/> <u>7</u>	Dinner Knife
<input checked="" type="checkbox"/> <u>12</u>	Teaspoon	<input checked="" type="checkbox"/> <u>3</u>	Wine Glass (Red)
<input checked="" type="checkbox"/> <u>13</u>	Dessert Fork	<input checked="" type="checkbox"/> <u>9</u>	Salad Fork
<input checked="" type="checkbox"/> <u>6</u>	Soup Spoon	<input checked="" type="checkbox"/> <u>14</u>	Service Plate
<input checked="" type="checkbox"/> <u>15</u>	Salad Plate	<input checked="" type="checkbox"/> <u>4</u>	Wine Glass (White)
<input checked="" type="checkbox"/> <u>2</u>	Water Glass		

Fill in the Blank

1. The utensils are placed one inch inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar, honey, creamer, hot water
3. Synchronized service is when: plated meals, we serve the guest everything in a group manner so everyone will get their meals
4. What is generally indicated on the name placard other than the name? Dietary restrictions
5. The Protein on a plate is typically served at what hour on the clock? 3 o'clock 6 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Report to the supervisor