

**Francisca Ferguson**  
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## **EDUCATION**

General Educational Development Diploma, Abram Friedman Occupational Center, 2009

## **EXPERIENCE**

**Server and Host, La Louisianne, Los Angeles, CA** September 2018-Current

- Hosting customers included duties not limited to reservations, answering and directing calls, leading and seating customers
- Managed the Register and utilized the POS system when entering and closing food orders
- Dedicated to ensuring customer satisfaction by remaining accessible and friendly.
- Exceptional interpersonal and team building skills with an aptitude for building rapport with a diverse range of customers, managers, and colleagues
- provided customer service when serving

**Sales Associate, T J Maxx, Hutchinson, KS** February 2018- May 2018

- Provided outstanding customer service when customers needed assistance with exchange, returns, and purchases
- Maintain accurate and attractive merchandise display
- Organized stock, UPC coding, inventory and shipment with accuracy and efficiency
- Balancing cash register

**Server, Buffalo Wild Wings, Hutchinson, KS** December 2017- June 2018

Dedicated to ensuring customer satisfaction by remaining accessible and friendly.

- Exceptional interpersonal and team building skills with an aptitude for building rapport with a diverse range of customers, managers, and colleagues
- Suggested Beer pairings
- provided customer service when serving
- Skilled at anticipating, identifying and fulfilling guest needs and clarifying special orders.
- Success in multitasking while remaining professional and courteous in fast-paced environments.
- Managed the Register and utilized the POS system when entering and closing food orders

### **Food Service Worker**

Hutchinson Regional Medical Hospital, Hutchinson, KS November 2017- February 2018

- Performed food preparation tasks and Cooked meals for hospital patients
- Maintains a working knowledge of all therapeutic diets
- Monitor food service for nutritional, safety, sanitation and quality standards
- Assisting in implementing waste and control management procedures
- Charted and documents food dietary needs

**Food Service Worker, Decton Staffing Services, La Mirada, CA** October 2016 to October 2017

- Duties and Tasks included clean work areas, equipment, utensils, dishes, and silverware.
- Store food in designated containers and storage areas to prevent spoilage.

- Prepare a variety of foods according to customers' orders or supervisors' instructions, following approved procedures.
- Responsible for greeting guest, providing product knowledge, and directing customers to requested merchandise.
- Ability to memorize accurately product codes to enhance customer service at the register.
- Duties included scanning items, processing payments, providing change, and bagging items.
- Opening and closing duties such as counting cash drawers and cleaning the store environment.

**Caregiver, In Home Support Service, Los Angeles, CA** July 2014 to June 2016

- Responsible for house cleaning, meal preparation, laundry, grocery shopping.
- Providing personal care services such as bowel and bladder care, bathing, grooming and accompaniment to medical appointments.
- A variety of other tasks were performed within daily duties.

- Duties included greeting the customers, providing fast and friendly service in order to promote positive shopping experiences; also maintaining a clean and safe environment.
- Monitoring product pricing, signage, and placement and the use of product shelf tags and accompanying UPC codes.
- Demonstrating exceptional time management and organization skills.
- Promote store sales to each customer.
- Handling cash, debit or check transactions, returns and exchanges.
- Balancing cash drawers, preparing store deposits, completing necessary paperwork for closing.

**Customer Service Specialist Lead**, Big Lots, Los Angeles, CA      October 2011- September 2012

- Monitor inventory levels and unload inventory deliveries
- general store operation duties included cashiering, customer service, truck unloading, stocking, inventory, merchandise recovery
- Created schedules and breaks
- Facilitated team huddles that provided goals, updates, assigned tasks and safety concerns
- Provided resolutions to customers complaints
- Collaborated with store leadership to driver overall store performance

**Student Worker**, Los Angeles Unified District- LA's Best, Los Angeles CA September 2009- June 2010

- Supervised all LA's Best participants to ensure safety and organize program
- Provided homework assistance to the students
- Assisted in planning and facilitating special projects and events
- Advised site coordinator about supplies and materials needed for activities

## SKILLS

Computer Skills : data entry, Proficient in Microsoft Word, PowerPoint, Excel, Outlook; Google Sheet, Slide, Doc, Voice; Proficient in Windows and Mac OS X

**Clerical Skills:** Detail oriented, strong oral and written communication, problem solving, efficient organization

Soft Skills: interpersonal skills, dependability, team player, adaptability, creativity, fast learner, self motivated, responsible, and works well independently

## Server's Test

### Multiple Choice

d. 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

8

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b. 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

b. 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. Scallop

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. Chafing 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

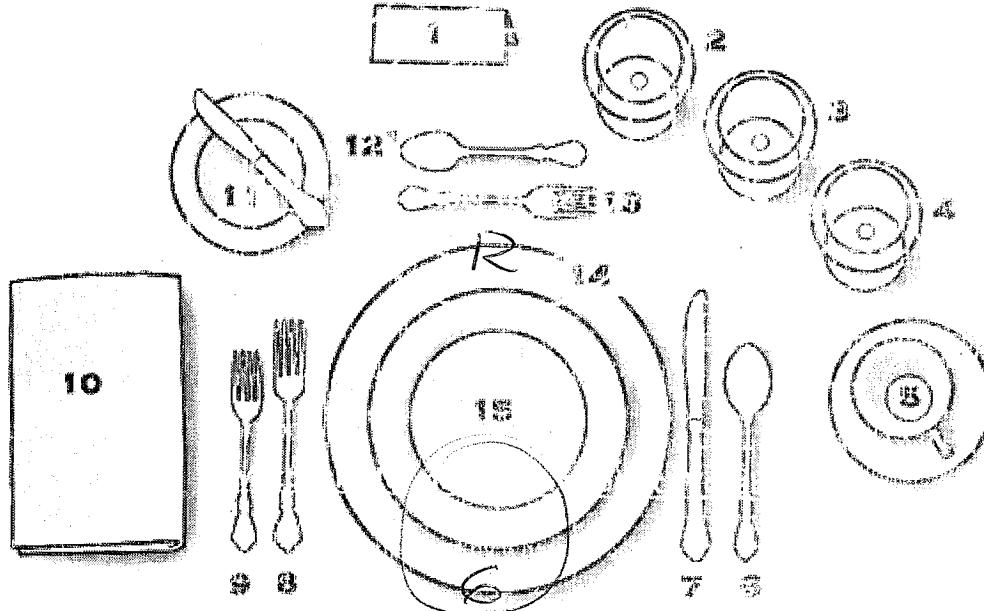
F. Corkscrew

F. Used to open bottles of wine

C. Tray Jack

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

**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>1</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</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>2</u>	Wine Glass (White)
<u>5</u>	Water Glass		

**Fill in the Blank**

1. The utensils are placed 1 5 inch inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar | Honey | creamer
3. Synchronized service is when: Everything comes out together
4. What is generally indicated on the name placard other than the name? Name of the table
5. The Protein on a plate is typically served at what hour on the clock? 8 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Tell the cook/executor