

LAKEISHA THOMPSON

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I am currently a student at California State University, Northridge, studying Environmental & Occupational Health. I am seeking employment and or an internship where I may use my leadership and communications background to further a company's growth, as well as my own. My compassion to help others through environmental health care could be an important asset to your team of employees. Also, my computer skills are important for any position in our working culture today.

EXPERIENCE

NOV 2018 – DEC 2018

MEMBER SERVICE REPRESENTATIVE, WINE COUNTRY GIFT BASKETS

- Fast pace incoming and outgoing phone calls.
- Marketed multiple baskets ordered from company's catalogs or website.
- Corrected orders and or sent replacements to unsatisfied customers for their needs.
- Consistently meeting the Service goals of 98%

JUNE 2018 – SEPTEMBER 2018

EHS INTERN, PHILLIPS INDUSTRIES

- Knowledge on the practical aspects of EHS studies.
- Major responsibilities of an environmental health and safety intern include working with team members to assist in day-to-day activities of the department; assisting in coordination and preparation of reports, training manuals, and programs; assisting with production risk assessments such as air monitoring and noise surveys, radiological health badges, and job hazard analysis; conducting need analysis; and maintaining personal protective equipment (PPE).
- 30 Hour OSHA Training Certified

MARCH 2015 – MAY 2018

ADMINISTRATIVE OFFICE ASSISTANT, CAL STATE NORTHRIDGE OVIATT LIBRARY

- Marketed the library's many services to visitors and patrons through active communication
- Collected and processed fines on overdue library materials.
- Drove the expansion of library collections and programs in response to student and faculty needs and special requests.
- Gained a strong understanding of various methods for cataloging books and other materials.

EDUCATION

AUGUST 2020

ENVIRONMENTAL & OCCUPATIONAL HEALTH, CAL STATE NORTHRIDGE UNIVERSITY BACHELOR OF SCIENCE

SKILLS

- DATABASE AND USER INTERFACE SOFTWARE
- SANITATION PRACTICES
- CRISIS AND EMERGENCY COMMUNICATION
- PROTECTIVE EQUIPMENT (PPE)
- CONFLICT RESOLUTION
- WRITING SKILLS

Cashier Test

Score 15/15

100%

B

1) A roll of quarters is worth?

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

A

2) A roll of dimes is worth?

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

D

3) A roll of nickels is worth?

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

C

4) A roll of pennies is worth?

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

C

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 9.50%

C

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

B

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

D

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

A

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

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 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

100%

Match the Correct Vocabulary

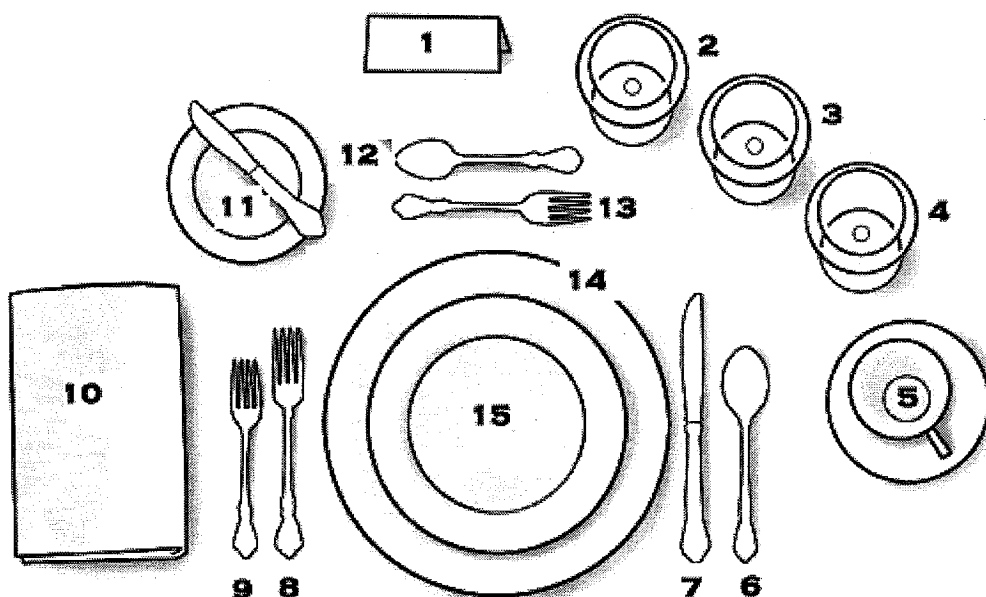
- d Scullery
e Queen Mary
a Chaffing Dish
b French Passing
g Russian Service
f Corkscrew
c Tray Jack

- 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 _____

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>9</u> | Salad Fork |
| <u>9</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 _____ inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar and cream
- Synchronized service is when: Served at the same time
- What is generally indicated on the name placard other than the name? food
- 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?
Tell chef