

## Monica Gamino

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## OBJECTIVE

To gain experience and knowledge in any company that will let me grow professionally.

## Professional Summary

Highly motivated sales associate with extensive customer service and sales experience. Skilled in training staff and establishing rapport with clients. Self-motivated with exceptional communication and computer capabilities. Extensive experience in customer service, merchandising, POS systems and cash handling.

## Skills

- Observant
- Adheres to customer service procedures
- Exceptional workflow management
- Multi-line phone operation proficiency
- Skilled in call center operations
- Personable and friendly
- Critical thinking
- dispatch
- Trusted key holder

- Creative problem solver
- Exceptional communication skills
- Quick learner
- Service Oriented
- Strong client relations
- Proficient in cash management

## Work History

**Store Manager, 07/2009 to 10/2018**

**Oreilly Auto Parts – 1799 Story Rd San Jose Ca, 95122**

- Helped customers with questions, problems and complaints in person and via telephone.
- Stocked shelves and supplies and organized displays.
- Organized racks and shelves to maintain the visual appeal of the store.
- Developed positive customer relationships through friendly greetings and excellent service.
- Handled all customer relations issues in a gracious manner and in accordance with company policies.
- Welcomed customers into the store and helped them locate items.

- Completed all point of sale opening and closing procedures, including counting the contents of the cash register.
- Cleaned and organized the store, including the checkout desk and displays.
- Inventory and all management paperwork.
- Handled all scheduling for all team members.
- Managed over 50 employees.

**Assistant Manager, 11/2006 to 12/2009**

**Sbarro Inc – Great Mall milpitas mall**

- Assembled food orders while maintaining appropriate portion control.
- Promptly and empathetically handled guest concerns and complaints.
- Demonstrated integrity and honesty while interacting with guests, team members and managers.
- Greeted customers and provided excellent customer service.
- Built loyal clientele through friendly interactions and consistent appreciation.
- Cross-trained and coordinated scheduling with team members to ensure seamless service.

- Prepared a variety of foods according to customers' orders or supervisors' instructions, following approved procedures.
- Placed food trays over food warmers for immediate service or stored them in refrigerated storage cabinets.
- Handled currency and credit transactions quickly and accurately.
- Followed food safety procedures according to company policies and health and sanitation regulations.

## Education

**High School Diploma: 2006**

**Mount Pleasant High School - 1750 S White Rd. San Jose, CA 95127**

## CERTIFICATE

Academy South Bay Regional Public Safety  
Training

Completed Course 02/2014

## REFERENCES

Available upon request

Multiple Choice

b 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

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

d 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 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

60%

Match the Correct Vocabulary

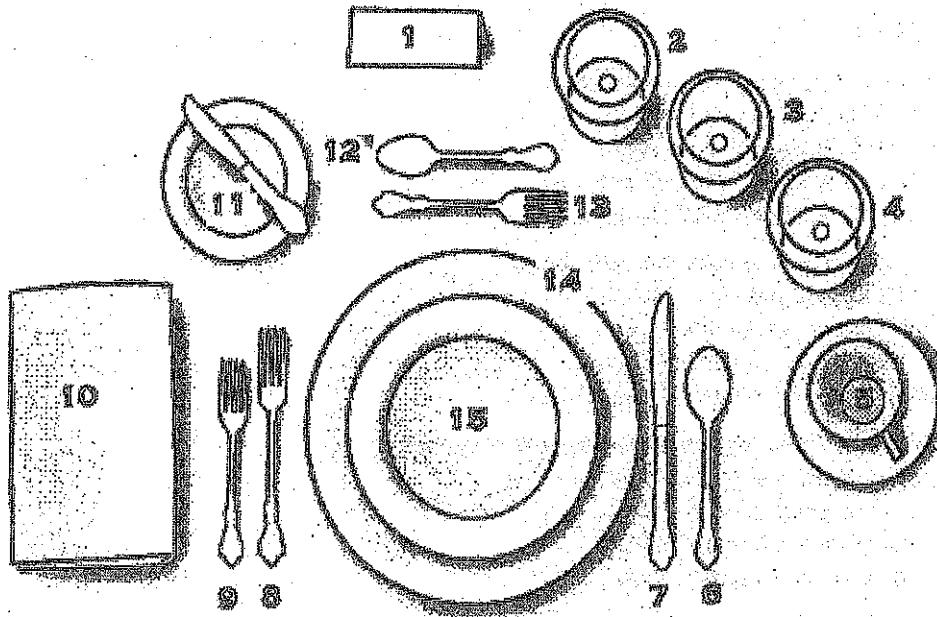
D Scullery  
e Queen Mary  
A Chaffing Dish  
B g French Passing  
G P Russian Service  
F Corkscrew  
D Tray Jack

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

**Fill in the Blank**

1. The utensils are placed 1 inch inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream & Sugar.
3. Synchronized service is when: All plates served at same time.
4. What is generally indicated on the name placard other than the name? Choice of meal.
5. The Protein on a plate is typically served at what hour on the clock? 6 o'clock.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Inform Chef