

Maria Elena Hernandez
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EDUCATION: High school Hermanos Barcon, Pinar del Rio, Cuba (1979-1985)

Technician in Secretarial Skills.
Polytechnic Institute Rigoberto Fuente,s Pinar Del Rio, Cuba
(1988-1991)

Phlebotomy
Pinellas Technical College, Florida (2018)

SKILLS:

- Strong initiative in decision-making and assumption of responsibilities.
- Excellent communication and organization skills.
- Self-starter capable of motivating others.
- Bilingual Spanish –English

EMPLOYMENT HISTORY:

-Service Ambassador, Costumer Service Tech Billing.

Macy's (10/2016 to date)

RESPONSIBILITIES:

Manage large amounts of incoming calls.

Generate sales leads.

Identify and assess customers' needs to achieve satisfaction.

Build sustainable relationships and trust with customer accounts through open and interactive communication.

Provide accurate, valid and complete information by using the right methods/tools.

Meet personal/customer service team goals and call handling quotas.

Buffet Service Test

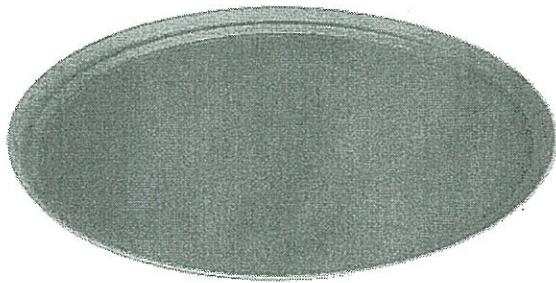
Multiple Choice:

- The first thing a client is going to notice about you is:
 - How much you went through to get there
 - How far you had to park
 - What you look like when you report for duty
 - How Punctual you are
 - A&B only
 - C&D only
 - All of the above
- BEO stands for:
 - Banquet Efficiency Order
 - Better Events Organization
 - Banquet Event Order
 - Best Ever Odor
 - None of the above
- Once your chafing dish is set up, the next step is to add what to the pan?
 - The food
 - Hot Water
 - Cold Water
 - Jelly from the Sterno can
 - None of the above
- Which is an acceptable way to lite a sterno can?
 - With matches
 - With a regular cigarette lighter
 - With a long-neck lighter
 - All of the above
 - None of the above

Name that item:



Sterno can
chafing fuel can



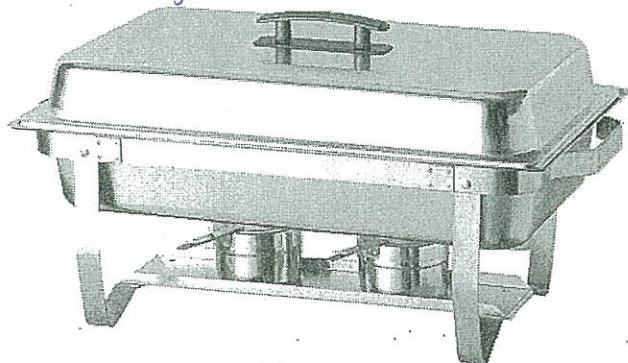
oval
tray



multiuse opener



round tray



chafing



lighter