

Jazmine West
2020 S Bedford St Apt10
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(832) 293-2015
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Summary

To obtain a position as a server/bartender results oriented dependable, individual dedicated to achieving customer satisfaction as well as meeting or surpassing company expectations.

Team Leader Excellent Customer Service Dedicated

Legends @ LA Coliseum 2019

Bartender

- Handled point of sale transactions
- Provided customer service in fast-paced environment
- Prepared quest drink order quickly and accurately

Buffalo Wild Wings 2017-2019

Server

- Handled point of sale transactions
- Provided customer service in fast-paced environment

Café 4212, Houston, Tx 2013-2016

Server/Bartender

- Maintained cleanliness of bar and server station
- Provided excellent customer service
- Handled POS transaction

Fat boys Bar and Grill, Houston, TX 2011-2016

Server/Trainer

Handled point of sale transactions provided customer service in a fast-paced environment.

- Maintain and restock inventory
- Handled point of sale transactions
- Provided customer service in a fast-paced retail environment.

Starbuck Coffee, Houston, Texas 2008-2011

Barista

- Provided customer service in a fast-paced environment.
- Meet or exceed Starbucks goals for quality, service level

Education

Prairie View A & M University

Bachelor of Arts & Science, Communications, Minor in English December 2011

References

Upon request

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EXPERIENCE

MAY 2018 – CURRENT – LOS ANGELES CA PERSONAL ASSISTANT, JESS CULLEN

- Maintain thorough written and verbal communication
- Complete errands such as groceries, post office
- Daytime nanny when needed with 2 year old
- Utilized basic culinary skills for meal prep
- Production assistant for creative projects

JUNE 2016 – SEP 2018 – LOS ANGELES CA PERSONAL & ADMINISTRATIVE ASSISTANT, FREDRICK EDO PSY. D

- Maintaining and communicating schedule
- Administrative assistance provided when needed from home office
- Took calls, scheduled appointments, check emails and prioritize workload
- Ran errands such as groceries, paid bills, handled travel purchases
- Worked with pets (Dog walking and grooming appointments)
- Drove children to and from school when needed

MAY 2016 – DEC 2018 – LOS ANGELES CA PHOTOGRAPHER, TEDDY BEAR PORTRAITS

- Principal photographer for school portraits
- Took orders and handled sales
- Worked with children and families
- Set up and tear down of gear
- Projects completed without supervision in California and Interstate

2013-2016 – HOUSTON TX
SERVER/BARTENDER,
CAFÉ 4212

- Prepared and served custom cocktails
- Took orders and delivered food
- Handled POS transactions
- Event set up and tear down for private parties at various locations in Houston

2010-2016 – HOUSTON TX
SERVER/TRAINER, FAT BOYS BAR
AND GRILL

- Handles POS transactions
- Maintained and stocked inventory
- Provided strong customer service in fast paced environment
- Trained new staff and offered support for management

EDUCATION DECEMBER 2011 BACHELOR
OF ART & SCIENCE, PRAIRIE VIEW A&M

UNIVERSITY Majored in Mass Communication and minored in English. Coursework covered advertising, public relations, mass media studies, and marketing. - GPA 3.2

SKILLS

- Experienced Photographer
- Experienced in editing & have Microsoft suites, editing programs etc with Adobe Photoshop, Adobe Lightroom & Skylum Luminar
- MAC OS systems
- Experienced with children
- Excellent interpersonal communication skills
- Experience as a production assistant

Name Jasmine West

Servers Test

Score 29.5 / 35

Multiple Choice

A

- 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

A

- 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

C

- 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 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

E Scullery

D 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

- 5.5
84%

Multiple Choice (6 points)

- C 1) Carbonation _____ the rate of intoxication.
a) Slows down
b) Speeds up
c) Does nothing to
- B 2) What are the six most commonly used spirits?
a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice
b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila
c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel
d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum
- B 3) You can accept an expired ID as long as all other information is correct.
a) True
b) False
- A 4) If someone has had too much to drink, serving them coffee will help sober them up.
a) True
b) False
- D 5) What are the acceptable forms of ID for Alcohol Consumption?
a) State or Government Issued ID Card or Drivers License
b) Passport or Passport ID Card (as long as it lists the person's date of birth)
c) School ID or Birth Certificate
d) A & B
e) A, B & C
- B 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.
a) True
b) False

Vocabulary (9 points)

Match the word to its definition

- | | |
|------------------------|--|
| <u>C</u> "Straight Up" | a.) Used to crush fruits and herbs for craft cocktail making |
| <u>F</u> Shaker Tin | b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>I</u> "Neat" | c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice |
| <u>A</u> Muddler | d.) To pour 1/2 oz of a liquor on top |
| <u>B</u> Strainer | e.) Used to measure the alcohol and mixer for a drink |
| <u>E</u> Jigger | f.) Used to mix cocktails along with a pint glass and ice |
| <u>G</u> Bar Mat | g.) Used on the bar top to gather spills |
| <u>D</u> "Float" | h.) Requesting a separate glass of another drink |
| <u>H</u> "Back" | i.) Means to serve spirit room temperature in a rocks glass with no ice |