

# ZAIRAH CUARESMA

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## OBJECTIVE

Seeking a leadership position to become a valuable asset towards a successful & progressive company. I have developed the skills of customer service etiquette through various environments and volumes, and am fully prepared to advance myself into a new career path. I am moving forward and ready to equip my dedicated services and talents.

## EXPERIENCE

Front Office Supervisor | ELEMENT | May 2019 – Present

- Greet guests and properly check valid identification and credit cards upon arrival
- Sign-up and inform new Bonvoy members their membership benefits
- Providing Bonvoy members proper benefits based on their status
- Thoroughly check-out guest's in a timely manner
- Communicate with housekeeping for all guest requests
- Keep track of room availability, total house capacity, walk-in's and no-shows
- Answer phone calls and direct to proper department
- Stand-in for bartender upon request
- Respond to online chat with guests; online check-in, requests, concerns
- Communicate with general managers with minor and major details
- Active communication between front desk agents, sales coordinator, and finance team
- Promptly respond to improper payment handling
- Follow evening check-list for hotel maintenance
- Secure daily cash-box and cash bank
- Maintain records of daily operations and filed in proper placements

Customer Support Supervisor | WHOLE FOODS | July 2016 – June 2019

- Follow all cash handling procedures – proper check, credit and ATM payment type
- Exceed regional cashier policy
- Answers phone calls and makes pages promptly and courteously
- Addresses customer needs in a timely and effective manner with a suggestive sales technique

- Maximize sales potential through proper procedures of prepping, storing, rotating, stocking, and merchandising products are work practices
- Inform accuracy of prices and sales
- Follows and complies with Weight and Measurement procedures, health and sanitation, and safety standards
- Proactively participates in Regional Programs as directed by leadership

## SKILLS

- Demonstrate patience with customers and team members
- Strong math comprehension
- Maintain proficiency with Code Book and PLU's
- Ability to meet customer service expectations in all interactions with customers, vendors, and team members
- Ability to work in a fast-paced environment with a sense of urgency

## Tour Guide | JELLY BELLY FACTORY | May 2015 – May 2016

- Coordinate all logistical needs for tours
- Co-design and perform tours
- Responsible for data collection and customer visitations
- Liaison between staff and customer
- Stock and maintain store inventory

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## EDUCATION

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Santa Clara High School, 3000 Benton St., Santa Clara, CA 95050

- High school Diploma

De Anza College, 21250 Stevens Creek Blvd., Cupertino CA 95014

- Intercultural Communications
- Humanities

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## **PROFESSIONAL JOB REFERENCE**

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- Anthony Cardema - Element Assistant General Manager – 408.834.0328
- Melanie Villamor - Element Front Office Supervisor – 408.728.0714
- María Caruso - Element Assistant Sales Coordinator – 408.499.7785
- Ryan Cline - Customer Service Manager – 408.562.9162
- Jeffra Weber - Customer Service Assistant Manager – 408.658.5449
- Maria Magdalena - Customer Service Assistant Manager – 408.707.4204

**Servers Test**

Score 22/35

**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

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

63%

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 expediter that you need a different entrée

**Match the Correct Vocabulary**

D

Scullery

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

Chaffing Dish

C. Used to hold a large tray on the dining floor

B

French Passing

D. Area for dirty dishware and glasses

C

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

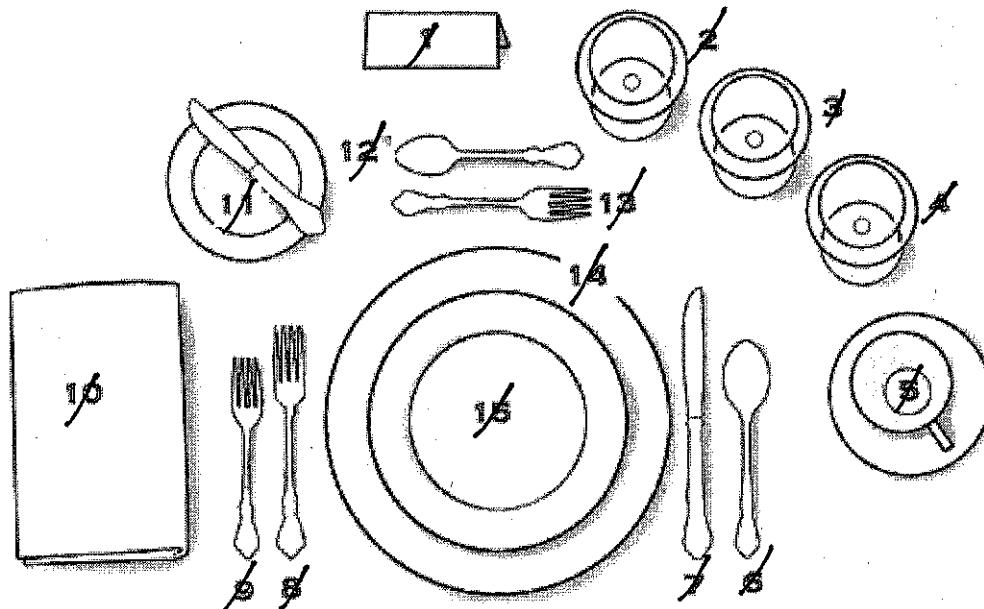
A

Tray Jack

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

**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>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>4</u>	Water Glass		

**Fill in the Blank**

1. The utensils are placed 5 inches inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? SUGAR, CREAMER, ALT. SWEETENER
3. Synchronized service is when: SERVERS DELIVER UTENSILS, REMOVE PLATES WITHIN TIMEFRAME
4. What is generally indicated on the name placard other than the name? EVENT NAME, # PEOPLE @ TABLE
5. The Protein on a plate is typically served at what hour on the clock? 5 MIN AFTER ITS COOKED/PLATED
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? MENTION TO THE CHEF THE GUEST'S RESTRICTIONS