

Sean Tabb Jr.

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4162 Lockland Pl. Unit B. Los Angeles, Ca. 90008

Work Experience

- **Front Desk Agent:** Hampton Inn (2017 – 2018)
 - Answered 50+ calls daily regarding tourism, amenities, and services from hotel guests.
 - Monitored and managed calls from the hotel switchboard.
 - Communicated with hotel staff and customers about reservations, customer complaints, and exclusive hotel membership rewards.
 - Supported over 10 hotel events monthly and interacted with guests to ensure a great customer experience.
- **Field Data Technician:** Insight Global (2018)
 - Operate and monitor the sensor equipment for the mapping vehicle.
 - Provided cartography data to engineers for application/platform updates.
 - Ensure confidentiality and proper data collection.
 - Calibrated various devices and systems daily using hi-tech GPS software.
- **Fitness/Wellness Coach:** YMCA (2015-2018)
 - Teaches correct stances, postures, alignments and techniques during wellness consultation and healthy lifestyles sessions.
 - Answer, make, and route calls to the appropriate departments, while also calling members to inform them of incentive programs/promotional offers.
 - Monitor the wellness center to ensure safety and proper use of use equipment.
 - Greet and acknowledge all members to encourage and promote a healthy lifestyle.

Certifications & Highlights

- Certiport: Internet and Computing Core Certification - (2013)
- Adult and Pediatric First Aid/CPR/AED - (2018)

Skills

- Handling Multi-Line Phone System
- Scheduling Callbacks
- Familiarity With Sales/Cold Calls
- Conflict Resolution
- Timeliness
- Concise Communication

Name Sean Tabb

Servers Test

Score 26 / 35

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
- D 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 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

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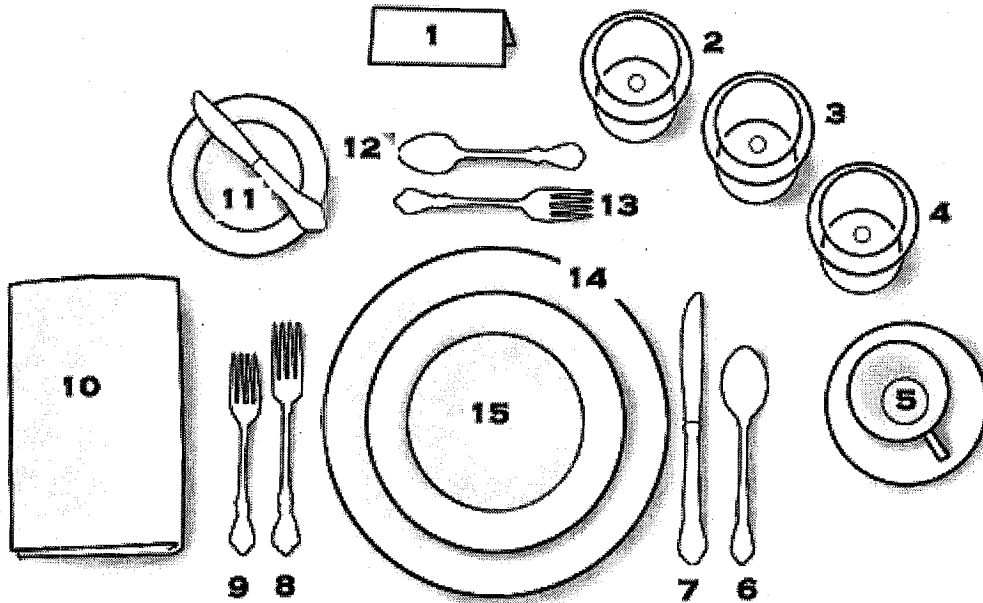
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> 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) |
| <u>A</u> Chaffing Dish | C Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | D Area for dirty dishware and glasses |
| <u>G</u> Russian Service | E Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F Used to open bottles of wine |
| <u>C</u> Tray Jack | G. Style of dining in which the courses come out one at a time |

Name Sean T.

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> 8 | 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>3</u> 4 | Wine Glass (White) |
| <u>4</u> 12 | Water Glass | | |

Fill in the Blank

- The utensils are placed 3 - three inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar + creme
- Synchronized service is when: when all the servers bring food at once
- What is generally indicated on the name placard other than the name? parties name
- The Protein on a plate is typically served at what hour on the clock? six
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
check for the right dish with the chef