

Nyjah Westbrooks
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OBJECTIVE

Highly motivated and positive customer service professional with extensive experience working in food service and special events. A team player who is committed to providing the highest quality of service to any task assigned. Looking to obtain a position within the hospitality industry where my skills, talents and education can be fully utilized.

SKILLS

- *Possesses excellent customer service, communication, organizational, time management and interpersonal skills*
- *Multi-tasker with strong work ethic who is comfortable working with diverse groups of people*
- *Quick learner who is able to take directions well, is highly organized, adaptable and reliable*

WORK EXPERIENCE

KIMPTON EVERLY HOTEL May 2019 – present

Banquet Server

- Setting up events and meeting rooms, buffets, coffee and dessert stations
- Providing excellent customer service to guests
- Bussing and breaking down events

THE PARTY STAFF April 2019 – present

Banquet Server

- Providing excellent food and beverage service to guests at special events; weddings/receptions, parties and other venues
- Setting up banquet rooms, table and place setting, bussing and breakdown

DULAN'S CATERING March 2019 -- present

Line Manager/Banquet Server

- Responsible for 2 buffet lines, giving staff breaks and assisting in serving over 3000 guests
- Setting up buffets and tables, bussing and breakdown

SDI MEDIA June 2016 – December 2018

AR Specialist

- Helped bring past due accounts to current by 85%
- Resolved outstanding balances by providing detailed and accurate account information to customers
- Generated and reconciled weekly customer statements, as well as weekly and monthly Accounts Receivable reports
- Posted customer payments, recorded cash, checks and credit card transactions, supported billing and AP teams with invoices, payments, and balance inquiries

RALPH'S 2016

Bakery Clerk / Cake Decorator

- Prepared breads, pastries, cupcakes, cookies and other baked goods for sale
- Arranged and wrapped bakery products and placed in display cases
- Decorated cakes and cupcakes, baked cookies and bread
- Assisted customers with orders, suggesting flavors, decorations, colors, and collected payments
- Cleaned and maintained bakery work spaces
- Managed bakery inventory, checked prices and applied proper labels to baked goods before displaying

STAFFWORX EVENT STAFFING (2012 - 2014)

Banquet Server

- Provided excellent food and beverage service to patrons
- Responsible for banquet room setup, place setting, and bussing, as well as clean-up and teardown of tables and chairs

CTI CATERING DIVISION (2006-2008)

Banquet Server

- Provided quality and professional catering services to patrons in fine dining settings
- Prepared banquet rooms, tables and buffets, monitored buffet stations, and replenished hot and cold food items

Food Prep Chef (2006-2008)

- Worked in busy kitchen for 200 plus employees, assisting Chef by chopping, slicing and dicing food in preparation for cooking and/or serving
- Maintained a clean and sanitized work space

CTI CONVENTION STAFFING (2002 - 2008)**Event Staff**

- Provided quality customer service, clerical/administrative support at convention centers, hotels, and other event venues
- Registered guests and vendors, built and distributed bags, processed payment, and provided information to guests and vendors
- Responsible for setup and striking down events and coat check

US GATEWAY, Inc. (2006 – 2008)**Travel Coordinator**

- Met and greeted passengers at airports and escorted them to their destinations
- Arranged passenger transportation to cruise ships and/or hotels and provided them with accurate information, directions, and tourist information
- Provided passengers accurate information and directions, provided tourist information

EDUCATION

B.A., Administration of Justice, Cum Laude, Virginia State University, Petersburg, VA

Master of Social Work, University of Pittsburgh, Pittsburgh, PA

VOLUNTEER EXPERIENCE

Culver City Unified School District – Spanish Teacher's Aide, Culver City, CA (6/2018 – Present)

Habitat for Humanity – Carpenter assistant - Jersey City, NJ

Servers Test

Multiple Choice

d

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

-1 80%

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

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 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

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

g

French Passing

D. Area for dirty dishware and glasses

g b

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

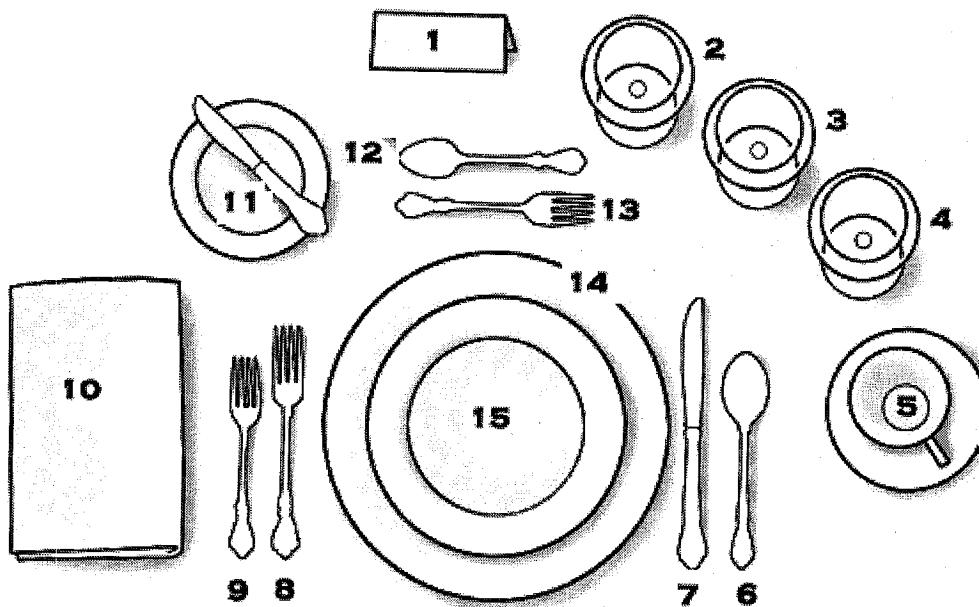
c

Tray Jack

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

Name Niyah Westbrooks
Score / 35

Servers Test



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>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>12</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>4</u>	Water Glass		

Fill in the Blank

1. The utensils are placed 172 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream, sugar, honey, lemon
3. Synchronized service is when: All servers serve at the same time (or one from two)
4. What is generally indicated on the name placard other than the name? Table No.
5. The Protein on a plate is typically served at what hour on the clock? 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Notify the chef

Multiple Choice (1 point each)

C 1) A gallon is equal to ____ ounces

- a. 56
- b. 145
- c. 32
- d. 128

A 2) Mesclun are what type of vegetable?

- a. Roots
- b. Beans
- c. Salad Greens
- d. Spices

A 3) What does the term braise mean?

- a. Sear quickly on both sides
- b. Slowly cook in covered pan with little liquid
- c. Cook on high heat and quickly
- d. Slowly cook in simmering water

b 4) At what internal temperature must chicken be cooked so that it is safe to eat?

- a. 155 degrees F
- b. 165 degrees F
- c. 175 degrees F
- d. 185 degrees F

C 5) How do you blanche vegetables?

- a. Immerse for a short time in boiling water
- b. Cook lightly in butter over med heat
- c. Soak in cold water overnight
- d. Rub with salt before cooking

C 6) Which of the following ingredients would you pack before measuring?

- a. Olive Oil
- b. Salt
- c. Brown Sugar
- d. White Sugar

A 7) What is Al Dente?

- a. Firm but not hard
- b. Soft to the touch
- c. Very hard
- d. Very soft

C 8) Food should be left out no more than

- a. 2 hours
- b. 3 hours
- c. 4 hours
- d. 5 hours

C 9) Which is the improper way to thaw frozen food?

- a. In the fridge
- b. In a sink with cold water
- c. On the counter
- d. In the microwave

100

Prep Cooks Test

a 10) Which of the following can you use to put out a grease fire?

- a. Baking Soda
- b. Baking Powder
- c. Flour
- d. Water

b 11) What is the temperature range of the danger zone?

- a. 25-135
- b. 40-140
- c. 50-160
- d. 30-130

c 12) Which of the following is listed from smallest to largest?

- a. Dice, chop, mince
- b. Mince, chop, dice
- c. Chop, dice, Mince
- d. Mince, dice, chop

c 13) Which direction should pan handles be turned while cooking on the stove?

- a. Over the fire at all times
- b. Turned towards you for better control
- c. Turned towards the right or left at all times
- d. Over the countertop at all times

c 14) When you poach something, you cook it with what?

- a. Noodles
- b. Vegetables
- c. Liquid
- d. Oil

b 15) Which spoon is used to remove fat from soups and stews?

- a. Basting Spoon
- b. Ladle
- c. Slotted Spoon
- d. Portion Spoon

b 16) Which of the following means to cook in a small amount of fat?

- a. Season
- b. Sauté
- c. Broil
- d. Boil
- e. Fry

b 17) What is a Julien cut?

- a. Food cut into long thin strips, matchstick
- b. Food cut into long thin strips then turned and cut into a 1/8" dice
- c. Food diced into finely chopped and uniform pieces
- d. Cutting and peeling into oblong seven sided football like shapes

a 18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.

- a. Sweat
- b. Boil
- c. Roast
- d. Grill

Fill-in the Blank (1 point each)

Prep Cooks Test

19) Salt & Pepper are the basic seasoning ingredients for all savory recipes.

20) Chop : to cut into very small pieces when uniformity of size and shape is not important.

