

Saturday, October 12th @ 5:51pm

BARBARA LYNN FOLEY
barbarafoley703@yahoo.com
201-927-0512

Interview:
October 17th @ 11am.

PROFILE

Skilled and creative communicator with extraordinary interpersonal skills, extensive telephone technique and etiquette within a global organization maintaining the highest level of professional excellence

SKILLS

Microsoft Office Suite, Office Management, Database Administration, Scheduling, Interpersonal Skills, Calendaring, Lotus Notes, Lotus 123, Front-Desk Reception, Reservation Coordinator, Communication Skills, EMS Software, Sametime Connect, Heavy Phone Support, Cisco Phone System

PROFESSIONAL EXPERIENCE

CNBC Englewood Cliffs, NJ

August 2014-Current

Customer Service Agent

- Communicates effectively with a variety of clientele, nationally and internationally.
- Directs and services calls to a variety of NBC and affiliate television shows and News broadcasts.
- Provides customer assistance and support to guests and employees.
- Handles a large call volume daily on many platforms.
- Educates and informs employees of personal services within the company.
- Interacts with a diverse group of people on a daily basis.

Millennium Systems International Parsippany, NJ

June 2013-February 2014

Sales Representative

- Worked within the sales and support team for the achievement of customer satisfaction.
- Demonstrated the ability to carry on a business conversation with business owners and decision makers.
- Proven technical selling skills and product knowledge.
- Sold consultatively and made recommendations to prospects of the various solutions the company offers to their business issues.

ERNST & YOUNG, Secaucus, NJ

July 1999 - March 2012

Hospitality- Reception Services and Reservation Coordinator

- Effectively communicated with Ernst & Young global wide offices displaying an enthusiastic spirit at all times.
- Operated an International Cisco Phone System.
- Established strong relationships to gain support and effectively achieve results.
- Updated the Northeast Directory along with numerous databases to keep employee contact information current.
- Handled the department leads when guests arrived to reception.
- Updated daily The Meadowlands National Conference Center Agendas to track training sessions hosting 200+ personnel daily.
- Coordinated and reserved conference rooms, catering and workspace reservations for 200+ personnel daily.
- Answered staff inquiries in person and via phone.
- Documented and maintained resolutions for reservations issues and support desk requests.
- Tracked complex problems to Benefits Express, Fidelity Investments and Partnership Accounting.
- Monitored and escalated support desk incidents and provided problem resolution and call tracking.
- Served as a liaison between staff and other internal departments making clients feel comfortable, welcomed and interested in the company.
- Served as point of contact for facilities security issues.
- Revised and maintained PowerPoint presentations for daily training classes for firm personnel.

EDUCATION

**Eastwick College-Hackensack NJ, Campus
Computer Concepts & Applications**

April - 2013

- Microsoft Office Skills
- Professional Office Procedures
- Interpersonal Communication Skills

Additional: License: Cosmetologist/Aesthetician

Interview Note Sheet

Applicant Information

Name: <u>Barbara Foley</u>	Interviewer: <u>Amanda Devine</u>
Date: <u>10/17/19</u>	Rate of Pay: <u>\$15 an hour</u>
Position (s) Applied for: <u>Server</u>	Referred by: <u>Craigslist</u>

Test Scores

Server	<u>29/35</u>	<u>82</u> %	Bartender	<u>/35</u>	%
Prep Cook	<u>/20</u>	%	Barista	<u>/15</u>	%
Grill Cook	<u>/40</u>	%	Cashier	<u>/15</u>	%
Dishwasher	<u>/10</u>	%	Housekeeping	<u>/14</u>	%

Seeking:

Full-Time

Part-Time

Relevant Experience & Summary of Strengths

Total of 40 in Food Service/Hospitality

Hospitality - Ernst & Young - Server. 1999-2012

Dennys - Server. 2010-2014.

MetLife - Security.

NBC - Customer Service Agent.

P.O.S. Experience: Y / N details: _____

Transportation

Car

Public Transit

Carpool (Rider / Driver)

Regions Available to work:

Belleville, 30-40 mins.

Certifications (if any)

TIPS

Serv-Safe

LEAD

Other _____

Will Submit

Availability

Open

AM only

PM only

Weekdays only

Weekends only

Details:

Uniforms Owned:

Bistro

Black Bistro

Tuxedo

1/2 Tuxedo

Black Vest

Long Black Tie

Chef Coat

Chef Pants

Knives

Black Pants

Non-Slip Shoes

Bow Tie

Other: _____

Would you recommend this applicant for Acrobat Academy?

Convention Candidate?

Other Languages Spoken:

Name Barbaraoley
Score 27/35

Servers Test

Multiple Choice

82%

- 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
- C 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
- B 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

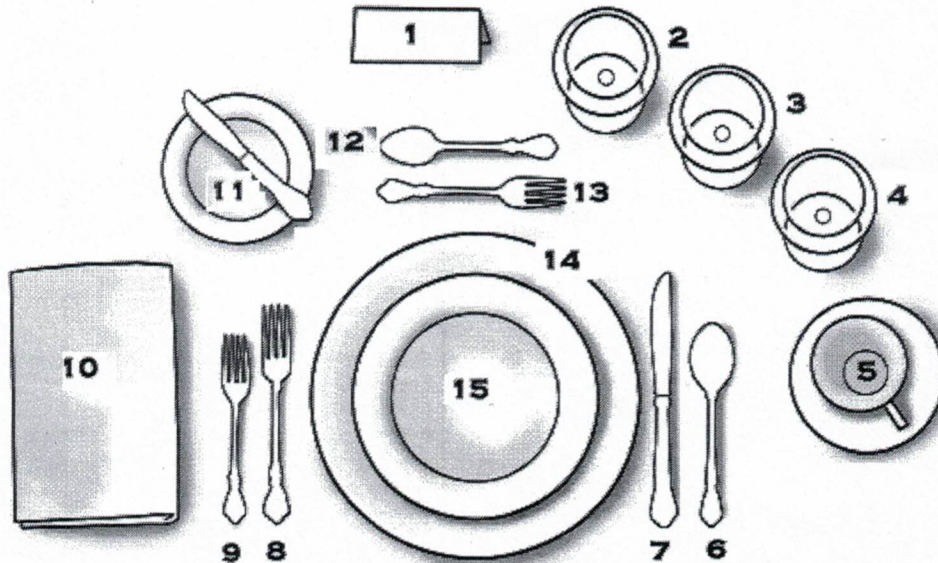
- D Scullery
A Queen Mary
B Chaffing Dish
F French Passing
G Russian Service
C Corkscrew
E Tray Jack

- 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

Name Barbara Gole

Servers Test

Score 7/35



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>4</u> | Salad Fork |
| <u>6</u> | Soup Spoon | <u>14</u> | Service Plate |
| <u>15</u> | Salad Plate | <u>2</u> | Wine Glass (White) X |
| <u>4</u> | Water Glass | | |

Fill in the Blank

- X** 1. The utensils are placed 6 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream/ sugar
3. Synchronized service is when: two services served together
- X** 4. What is generally indicated on the name placard other than the name? table number
- X** 5. The Protein on a plate is typically served at what hour on the clock? 4
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Place the order with chef