

TREASURE HARVEY

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Professional Summary

Experienced sales professional with strong leadership and relationship-building skills. Ready to bring abilities and drive to new role with growing team dedicated to building customer loyalty, strengthening service standards and boosting long-term market success. Driven, proactive and hardworking with team-oriented mentality.

Skills

- Cash register operations
- Flexible schedule
- Product and service sales
- Multi-tasking strength
- Sales training
- Accurate cash handling
- Problem-solving skills
- Dining area cleanliness
- Stocking and replenishing
- Customer service
- Excellent people skills
- Communication skills

Work History

Sales Associate, 02/2019 to Current

Home Depot Inc – Decatur, GA

- Used consultative sales approach to understand customer needs and recommend relevant offerings.
- Prepared merchandise for distribution and placement across sales floor by building pallets and tagging product.
- Worked collaboratively in team environment.
- Stocked shelves and supplies and organized displays.
- Educated customers on different products and product care.
- Collaborated with team to complete store maintenance, stocking, merchandising and upkeep.

Crew Trainer, 09/2016 to 01/2019

McDonalds – Thomson, GA

- Maintained current knowledge of all team position requirements.
- Taught new team members correct procedures for all areas of operations.
- Set an example for team members by providing quality service in an efficient manner.

- Prepared a variety of foods according to customers' orders or supervisors' instructions, following approved procedures.
- Assembled food orders while maintaining appropriate portion control.
- Kept kitchen areas clean and free of debris and water.

Education

High School Diploma: 2017

Thomson High School - Thomson, GA

Associate's: Accounting, 2019

Georgia State University - Atlanta, GA

Buffet Service Test

Multiple Choice:

1. The first thing a client is going to notice about you is:
 - A. How much you went through to get there
 - B. How far you had to park
 - C. What you look like when you report for duty
 - D. How Punctual you are
 - E. A&B only
 - F. C&D only
 - G. All of the above

2. BEO stands for:
 - A. Banquet Efficiency Order
 - B. Better Events Organization
 - C. Banquet Event Order
 - D. Best Ever Odor
 - E. None of the above

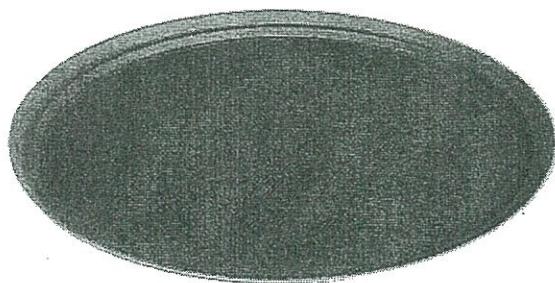
3. Once your chafing dish is set up, the next step is to add what to the pan:
 - A. The food
 - B. Hot Water
 - C. Cold Water
 - D. Jelly from the Sterno can
 - E. None of the above

4. Which is an acceptable way to lite a sterno can?
 - A. With matches
 - B. With a regular cigarette lighter
 - C. With a long-neck lighter
 - D. All of the above
 - E. None of the above

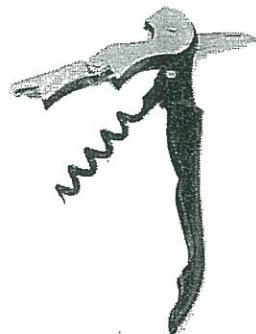
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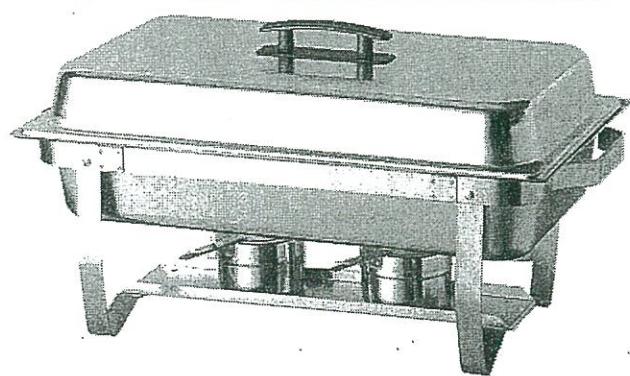
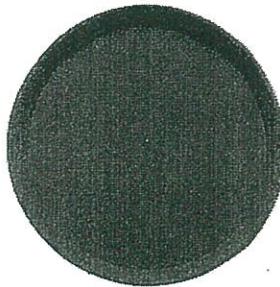
sterno can



chafing dish



long neck lighter



chafing dish



corkscrew

(19)

Multiple Choice

X C

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

X 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

✓ 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

X A

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

X

G 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

X

E French Passing

D. Area for dirty dishware and glasses

X

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

✓

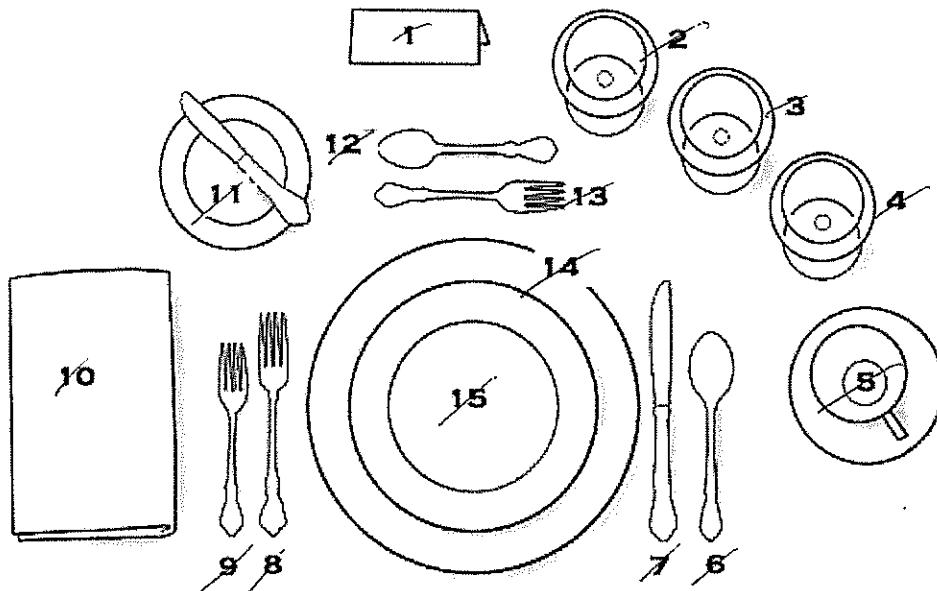
C Tray Jack

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

Name _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

- 10 Napkin
- 11 Bread Plate and Knife
- 1 Name Place Card
- 12 Teaspoon
- 13 Dessert Fork
- 10 Soup Spoon
- 15 Salad Plate
- 24 Water Glass

- 7 Dinner Fork
- 5 Tea or Coffee Cup and Saucer
- 1 Dinner Knife
- 3 Wine Glass (Red)
- 9 Salad Fork
- 14 Service Plate
- 4 Wine Glass (White)

Fill in the Blank

- 1. The utensils are placed 6 1 inch (es) from the edge of the table.
- 2. Coffee and Tea service should be accompanied by what extras? bread
- 3. Synchronized service is when: every body's meal is brought at the same time
- 4. What is generally indicated on the name placard other than the name? table #
- 5. The Protein on a plate is typically served at what hour on the clock? _____
- 6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? write it down