

# 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

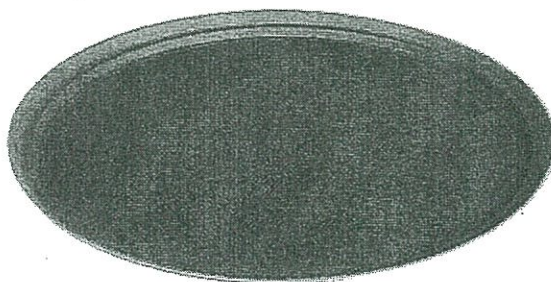
## Multiple Choice:

- The first thing a client is going to notice about you is:
  - How much you went through to get there
  - How far you had to park
  - What you look like when you report for duty
  - How Punctual you are
  - A&B only
  - F C&D only
  - All of the above
- BEO stands for:
  - A Banquet Efficiency Order
  - Better Events Organization
  - Banquet Event Order
  - Best Ever Odor
  - None of the above
- Once your chaffing dish is set up, the next step is to add what to the pan:
  - The food
  - B Hot Water
  - Cold Water
  - Jelly from the Sterno can
  - None of the above
- Which is an acceptable way to lite a sterno can?
  - With matches
  - With a regular cigarette lighter
  - C With a long-neck lighter
  - All of the above
  - None of the above

## Name that item:



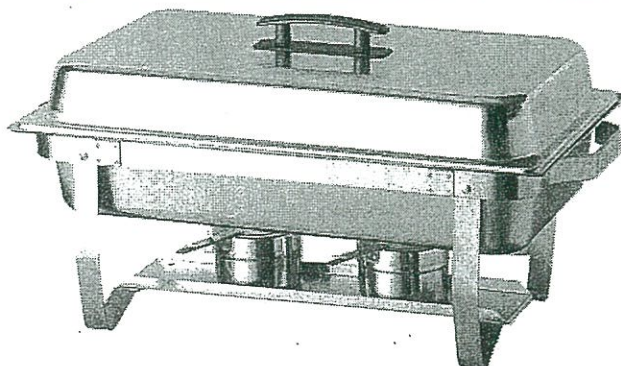
sterno can



chaffing dish



long neck lighter



chaffing dish



long neck lighter

Name Treasure Harvey

**Servers Test**

Score 19 / 35

**Multiple Choice**

- ☒ 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
- ☒ 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
- ☒ 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 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

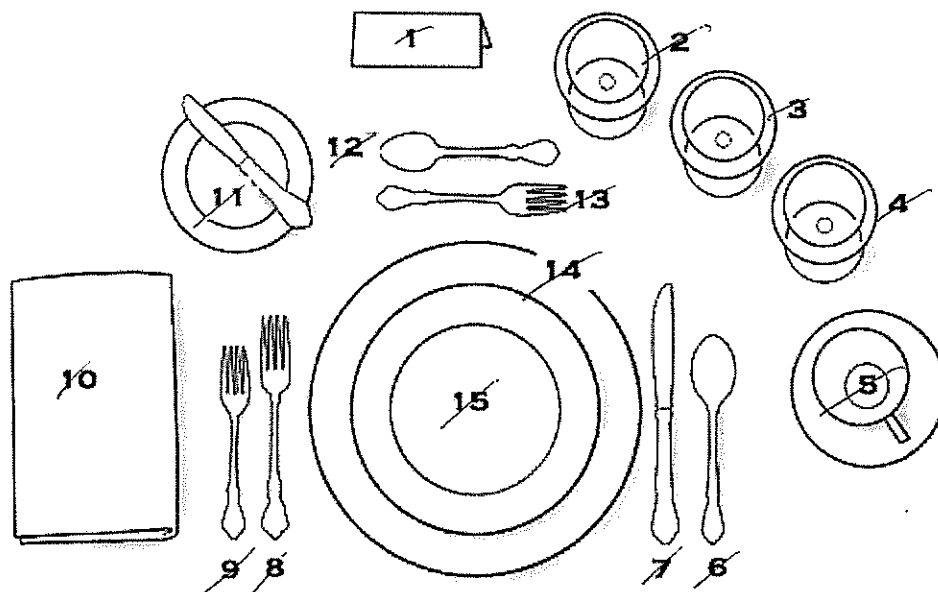
**Match the Correct Vocabulary**

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> <u>D</u> Scullery        | <input checked="" type="checkbox"/> A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <input checked="" type="checkbox"/> <u>G</u> Queen Mary      | <input checked="" type="checkbox"/> 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) |
| <input checked="" type="checkbox"/> <u>A</u> Chaffing Dish   | <input checked="" type="checkbox"/> C. Used to hold a large tray on the dining floor  |
| <input checked="" type="checkbox"/> <u>E</u> French Passing  | <input checked="" type="checkbox"/> D. Area for dirty dishware and glasses  |
| <input checked="" type="checkbox"/> <u>B</u> Russian Service | <input checked="" type="checkbox"/> E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <input checked="" type="checkbox"/> <u>F</u> Corkscrew       | <input checked="" type="checkbox"/> F. Used to open bottles of wine   |
| <input checked="" type="checkbox"/> <u>C</u> Tray Jack       | <input checked="" type="checkbox"/> 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                | ✓ 8     | Dinner Fork                  |
| ✓ 11    | Bread Plate and Knife | ✓ 5     | Tea or Coffee Cup and Saucer |
| ✓ 1     | Name Place Card       | ✓ 7     | Dinner Knife                 |
| ✓ 12    | Teaspoon              | X 3 (2) | Wine Glass (Red)             |
| ✓ 13    | Dessert Fork          | ✓ 9     | Salad Fork                   |
| ✓ 6     | Soup Spoon            | ✓ 14    | Service Plate                |
| ✓ 15    | Salad Plate           | X 4 (3) | Wine Glass (White)           |
| ✓ 2 (4) | Water Glass           |         |                              |

**Fill in the Blank**

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