

Brittney Green

Server

Atlanta, GA 30316

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To gain an entry level position that will provide me with additional training and skills which will help me continue to grow and excel professionally.

Willing to relocate: Anywhere

Work Experience

Arizonas

server

January 2013 to Present

customer service, cash, and food service

Server

Taco Mac - Atlanta, GA

June 2012 to December 2012

Assisted guests with making menu choices in an informative and helpful fashion. Appropriately suggested additional items to customers to increase restaurant sales. Maintained knowledge of current menu items, garnishes, ingredients and preparation methods. Delivered exceptional service by greeting and serving customers in a timely, friendly manner. Effectively communicated with kitchen staff regarding customer allergies, dietary needs and other special requests. Regularly checked on guests to ensure satisfaction with each food course and beverages. Routinely cleaned table linens, table settings, glassware, windowsills, carpets, counters, floors, storage areas and service refrigerators. Managed closing duties, including restocking items and reconciliation of the cash drawer.

Customer Service Representative

Macys - Atlanta, GA

September 2009 to September 2012

Helped customers select products that best fit their personal needs. Maintained visually appealing and effective displays for the entire store. Exceeded personal sales goals for [2] quarters in a row. Educated customers on product and service offerings. Offered exceptional customer service to differentiate and promote the company brand. Collaborated with customer service team members to give exceptional service throughout the entire shopping and purchasing experience. Balanced the needs of multiple customers simultaneously in a fast-paced retail environment. Processed all sales transactions accurately and in a timely fashion.

Manager

Acoustix - Atlanta, GA

September 2010 to August 2012

Conducted daily pre-shift and weekly departmental meetings to ensure organizational efficiency. Scheduled and directed staff in daily work assignments to maximize productivity. Efficiently

Servers Test

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
- 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
- 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

Match the Correct Vocabulary

- | | | | |
|----------|-----------------|----------|--|
| <u>d</u> | Scullery | <u>X</u> | Metal buffet device used to keep food warm by heating it over warmed water |
| <u>X</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>X</u> | Chaffing Dish | <u>S</u> | Used to hold a large tray on the dining floor |
| <u>B</u> | French Passing | <u>D</u> | Area for dirty dishware and glasses |
| <u>O</u> | Russian Service | <u>E</u> | Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> | Corkscrew | <u>X</u> | 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 |