

Aquintez Williams

Actively Seeking Long Term. Very Open to Relocation in or Out of State

Decatur, GA 30032

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Potential employer,

I would like to thank you in advance for your consideration, I'm confident that I would be an asset to this establishment and would greatly appreciate the reviewing of the enclosed resume that depicts my qualifications, characteristics and skills. I deal effectively with the public in or out of an office, and via telephone to describe services in full detail. I am articulate, professional, neat, organized, and attentive to detail including working excellent with a team. I'm knowledgeable of MS Word, MS Outlook and POWER POINT. Very detail oriented with paperwork, customer payments, files and the registration of materials. These qualities provide an excellent work relationship and work structure. From past experiences and education, I have acquired persuasive techniques that are needed to influence students, parents, clients and guests in making the best choice. My leadership skills are developing and have allowed me to spontaneously interact with ethnic diverse populations and all age groups, which have enabled me to effectively defuse irate situations with guest, thus creating a long-term client base.

Authorized to work in the US for any employer

Work Experience

Assistant Manager/Manager

Dunkin' Donuts - Fayetteville, GA

June 2016 to May 2019

Assists Store Manager in responsibility for the store

Consistently creates a welcoming environment for the customer by greeting and assisting; as well as quickly responding to customer inquiries and needs

Demonstrates desired behaviors for staff including driving sales, handling difficult and/or complicated sales, cash management, inventory, and follow-up with customers

Assists Store Manager with providing a strong leadership presence and control in store, while ensuring that all customers receive good service and quality merchandise

Utilizes company tools to diagnose opportunities and develops action plans to improve performance

Forecasts/forecast business, focusing on productivity to meet sales goals

Identifies opportunities to drive traffic into the store through community events (weddings, parties, etc.)

Regularly communicates with Store Manager to discuss strengths, opportunities, and trends in business

Assists Store Manager in partnering with corporate office personnel to increase sales, drive/promote merchandise categories, and expand markets

✓
Tues @ 3p
11/5
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attending seminars and reading professional publications.

Explore new opportunities in order to add value to job accomplishments.

Figure out customer's needs by listening and asking questions. Perform walk-around with new and old customers and demonstrated features of suitable vehicles. Effectively close sales.

Ensure that customers understand the vehicle's operating features, paperwork and warranty.

Establish and maintain follow-up system, which encourages repeat business referrals.

Report to the sales manager regarding reviews, analyses, objectives, and planned activities. Participate in sales meetings and training provided by the dealership and manufacturers. Review sales statistics and plan to more effectively to improve sales.

Trained Crowd Manager

Contemporary Services Corporation - Atlanta, GA

August 2013 to December 2015

Enthusiastically provide safety for guests who patronize the facility with a friendly, service-focused approach that will

safely maximize their enjoyment of the event, also providing each event guest with a consistent level of friendly, attentive and responsive service.

Including but not limited to pat-downs, wandling, traffic control, escorting, radio dispatch, ticket scanning, check-ins working closely with local and state law enforcement.

We strive to always be sincere, positive, and reliable.

Greet guests and staff with a warm and inviting tone while maintaining an alert and upbeat attitude.

Providing exceptional organic hospitality to guests in order to enhance their experience.

Grill Lead/Cashier/BOH

Shake Shack - Atlanta, GA

September 2013 to December 2014

Prepared all foods in accordance to standard recipes and as specified by the guest.

Overseen food preparation and kitchen staff to ensure quality production.

Visually inspected, selected and used only food items of the highest quality in the preparation of all menu items.

Checked and controlled the proper storage of product and portion control, e.g., especially high cost meat and fish items.

Kept all refrigeration, storage, and working areas in clean, working condition to comply with health department regulations.

Ensured all equipment in working areas is clean and in proper working condition.

Maintained overall cleanliness of kitchen.

In addition to performance of the essential functions, this position i was required to perform a combination of the following supportive functions, with the percentage of time performing each

Shampoo Assistant

LaSouer Salon - Hapeville, GA

March 2011 to January 2014

- Shampoos/Blow dry's
- Lock maintenance
- Scalp massages
- Press
- Men's, and Women Hair Cuts
- Quick Weaves

Receptionist

Towya Roberts Salon - Hapeville, GA

January 2010 to December 2012

- Shampoos/Blow dry's
- Scalp massages
- Inventory
- Promotions
- Answer calls/ set appointments

Education

Business

Georgia Military College - Atlanta, GA

May 2011 to April 2012

Skills

- Customer Service
- Key Holder
- Retail Management
- operations
- retail sales
- training
- ms office
- inventory
- Scheduling
- Payroll
- Inventory Management
- Team Building
- Word
- Microsoft Word
- Microsoft Excel
- Cash Handling
- Management
- Sales
- Merchandising

Multiple Choice Test (1 point each)

- B 1) How much time should you take to wash your hands with soap?
- a) 1 minute
 - ☒ b) 20 seconds
 - c) Time does not matter, water temperature does
 - d) 5 minutes
- C 2) The recommended temperature for your refrigerator is...
- a) 45°F
 - b) 50°F
 - ☒ c) 40°F
 - d) 20°F
- D 3) Food handlers must always wash their hands
- a) Before starting work
 - b) Switching between handling raw and ready-to-eat food
 - c) After going to the restrooms
 - ☒ d) All of the above
- B 4) The most important reason for having food handlers wear hair restraints is to
- a) Prevent food from getting into food handlers' hair
 - ☒ b) Prevent food handlers from contaminating their hands by touching their hair
 - c) Keep the food handlers' hair in place
 - d) None of the above
- C 5) Which of these conditions requires immediate corrective action?
- a) Packaged food items are stored at least 6 inches above the floor
 - b) Ice is being used to cool beef stew in a shallow pan
 - ☒ c) Raw meats are stored on a shelf above ready-to-eat egg salad in the walk-in cooler
 - d) Raw fish is stored above raw chicken in the walk-in freezer
- C 6) Bacteria grow best in the temperature "danger zone" which includes temperatures between?
- a) 0°F and 100°F
 - b) 32°F and 220°F
 - ☒ c) 41°F and 135°F
 - d) 39°F and 178°F
- D 7) After cutting raw chicken, what should be done before the cutting board is used for slicing onions for salad?
- a) Clean the cutting board with a wet wiping cloth
 - b) Turn the board over and use the other side
 - c) Rinse the board with running water
 - ☒ d) Wash, rinse, and sanitize the board prior to slicing the onions
- A 8) Which of the following is NOT an approved method to thaw potentially hazardous foods?
- ☒ a) In a microwave oven
 - b) During the cooking process
 - c) Under cool running water
 - d) On a clean counter, at room temperature
- A 9) Wiping cloths stored submerged in a bucket of sanitizing solution are for:
- ☒ a) Wiping spills only
 - b) Washing hands if the hand sinks are too far away
 - c) Sanitizing the blade of utensils such as knives
 - d) Maintaining moisture on the wiping cloth

Grill Cooks Test

A 19) Which of the following best describes the process of Caramelization?

- a) To cook quickly in a pan on top of the stove until food is browned
- b) Process through which natural sugars in food become browned and flavorful while cooking
- c) Cooking method by which food is browned in fat, then cooked, tightly covered, in liquid at low heat
- d) To plunge food into boiling water briefly, then into cold water to stop the cooking process

C 20) What temperature should chicken be cooked to?

- a) 145°F
- b) 155°F
- c) 165°F
- d) 175°F

A 21) What temperature should ALL ground meat be cooked to?

- a) 145°F med
- b) 155°F medw
- c) 165°F well
- d) 175°F

B 22) What temperature should fish be cooked to?

- a) 145°F
- b) 155°F
- c) 165°F
- d) 175°F

23) What is a roux and what is it used for? (2 points)

A mixture of fat & flour used in making sauces

24) What is the process of making clarified butter, and why is clarified butter used? (3 points)

You make it by melting butter & allowing the components to separate, used primarily in baking

25) What are the 5 mother sauces? (5 points)

1. Béchamel
2. Velouté
3. Espagnole
4. Hollandaise
5. Tomato

26) What does it mean to season a grill and why is this process important? (3 points)

To prep grill by cooking one can lightly oil grill surface some cook small items

27) What are the ingredients in Hollandaise sauce? (5 points)

Name Amy Mink

Servers Test

Score / 35

Multiple Choice

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

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

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

A

Scullery

D

Queen Mary

E

Chaffing Dish

B

French Passing

G

Russian Service

F

Corkscrew

C

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

Multiple Choice (1 point each)

- D 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
- A 5) How do you blanch 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
- A 8) Food should be left out no more than
- a. 2 hours
 - b. 3 hours
 - c. 4 hours
 - d. 5 hours

Prep Cooks Test

- A 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)

- 19) Salt & Pepper are the basic seasoning ingredients for all savory recipes.
- 20) Mince: to cut into very small pieces when uniformity of size and shape is not important.