

Chenease Mcelroy

Atlanta, GA 30314

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404-396-7851

Motivated customer service specialist with over 20 years experience including administrative clerical and cash handling

Authorized to work in the US for any employer

Work Experience

Cashier

Spelman College/Aramark

July 2019 to Present

Accept all payment types

Maintain tidy work area

Greet each student and guest

Count and drop all daily receipts

Cashier/ Dining Room Ambassador

Chick-fil-A

December 2018 to July 2019

Greet guest entering the restaurant

Keep dining room tidy at all times

Take orders and make POS transactions

Table touch each guest in the dining room by offering any assistance such as refills and condiment request

Concierge

West Paces Condominiums - Atlanta, GA

September 2016 to November 2018

Responsible for greeting all guest and vendors. Answer all telephone calls receive and deliver all packages. Also responsible for any clerical duties. Accept and process all payments. Open lobby area by disarming alarms and turning on lights. Set meeting rooms for homeowners. All administrative duties which include faxing copying and data input

Cashier

SP Plus Parking

August 2016 to September 2017

Encouraged development of new cashiers with positive reinforcement.

Trained new cashiers on procedures, customer service and sales techniques.

Routinely answered customer questions regarding merchandise and pricing.

Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.

Certifications and Licenses

Driver's License

Additional Information

SKILLS

Creative problem solver Credit card processing

Exceptional communication skills Trusted key holder

MS Windows proficient

Quick learner

Proficient in cash management

Multi-line phone talent

Servers Test

Score 22 / 35

Multiple Choice

11/6/19

- 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
- 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
- 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
- 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
- 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
- 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> | <u>E</u> | Scullery | <u>A</u> | Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> | <u>D</u> | Queen Mary | <u>B</u> | 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>✓</u> | <u>A</u> | Chaffing Dish | <u>C</u> | Used to hold a large tray on the dining floor |
| <u>✓</u> | <u>B</u> | French Passing | <u>D</u> | Area for dirty dishware and glasses |
| <u>✓</u> | <u>G</u> | Russian Service | <u>E</u> | Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>✓</u> | <u>F</u> | Corkscrew | <u>F</u> | Used to open bottles of wine |
| <u>✓</u> | <u>C</u> | Tray Jack | <u>G</u> | Style of dining in which the courses come out one at a time |