

Alissa Smith

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SUMMARY OF QUALIFICATIONS:

- Strong knowledge of customer service standards and skills.
- Remarkable ability to lead and train others.
- Great ability to thrive in a fast-paced environment and work well under pressure.
- Strong team player with a proven ability to reach goals.
- Skilled in the use of two-way radio.
- Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook, Access, Publisher), Social Media, Google Docs.

PROFESSIONAL EXPERIENCE:

Best Personnel Inc. Philadelphia, PA
Food Server

05/2019 - 07/2019

- Hospitality host
- Food service
- Mixed drinks

Royal Allure Co., Philadelphia, PA

06/2018 - 07/2019

Head Eyelashes Tech

- Provide individual eyelash services to clients.
- Answer phone and schedule client appointments.
- Maintain well-organized work space; clean and straighten salon.

Philadelphia Parking Authority, Philadelphia, PA

06/2017 - 12/2017

Parking Enforcement Officer (P.E.O.)

- Patrolled assigned areas on foot or by car.
- Prepared and issued parking tickets.
- Answered questions regarding directions or parking regulations.
- Reported incorrect or missing signs or irregularities to management.

School District of Philadelphia, Philadelphia, PA

09/2016 - 05/2017

Student Climate Staff

- Managed student activities during recreation time; monitored students during lunch and recess.
- Escorted students between indoors and outdoors to transition between class, lunch, and other activities.

Kentucky Fried Chicken (KFC), Philadelphia, PA

03/2016 - 04/2017

Crew Member

- Kept designated work area, equipment and restrooms clean and tidy.
- Operated equipment safely and correctly and according to company procedures.
- Approached and took orders from customers in a courteous, friendly and efficient manner.
- Prepared, stored and packed food items, and served and delivered products according to company policy and procedures, and in an efficient and friendly manner.
- Operated cash register following correct cash handling and security procedures.

Zoetic Arts, Philadelphia, PA

09/2014 - 06/2015

Lead Dance Instructor

- Taught youth ages 5 to 17 beginner ballet and hip-hop dance.
- Maintained class attendance and weekly written dance lessons.
- Coordinated end-of-year dance program showcase.

EDUCATION:

Creative & Performing Arts High School of Philadelphia (CAPA), Philadelphia, PA
High School Diploma, Major: Dance

06/2016



THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name Alissa Smith

Score 32.5 / 35

Servers Test

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
- D 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

2.5
93%

Match the Correct Vocabulary

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



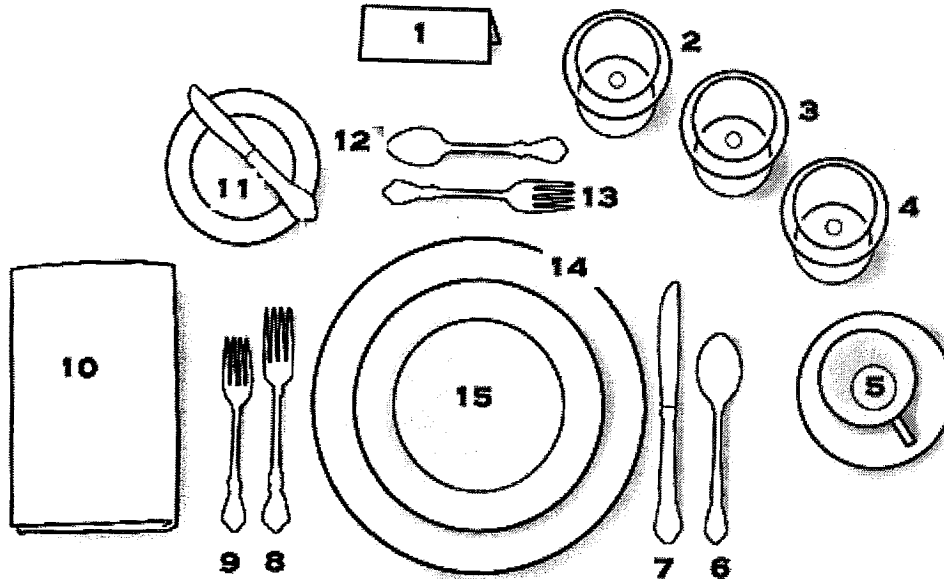
**THE SERVICE
COMPANIES**

SERVICE. ABOVE ALL

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Servers Test

Score / 35



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>2</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>4</u>	Water Glass		

Fill in the Blank

- The utensils are placed (1) 2-3 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? lemon, cream, sugar
- Synchronized service is when: all servers serve at once
- What is generally indicated on the name placard other than the name? partys name or persons name
- 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?
Go to the kitchen and ask for a vegetarian dinner.