

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	09/2019 - 07/2019
Food Server	
Hospitality host	
Food service	
Mixed drinks	
Royal Allure Co., Philadelphia, PA	06/2018 - 07/2019
Head Eyelash 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.	
Ensured 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 procedure, 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	06/2016
High School Diploma, Major: Dance	



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 dinning 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

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E 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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

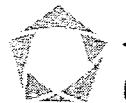
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

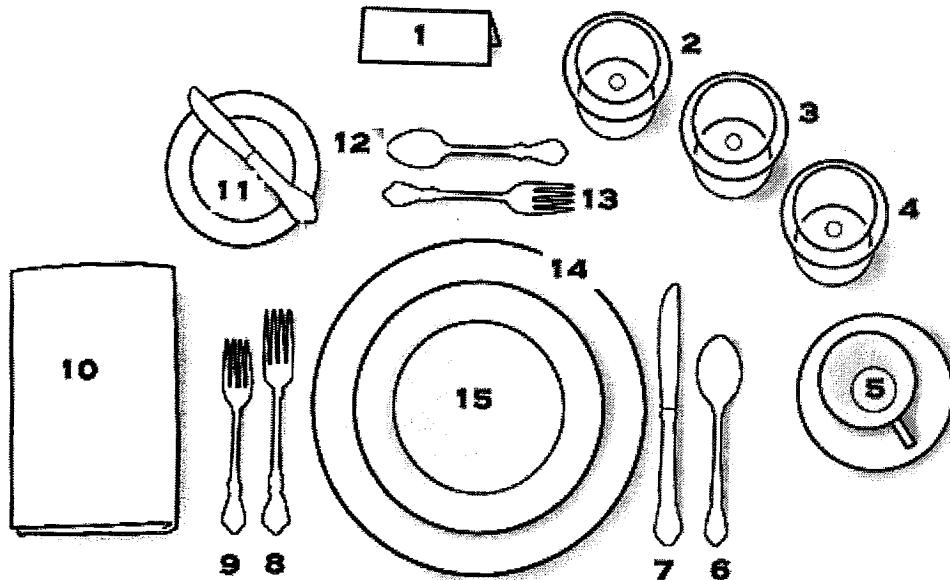
F. Used to open bottles of wine

C Tray Jack

G. Style of dining in which the courses come out one at a time



Servers Test



Match the Number to the Correct Vocabulary

10 Napkin

11 Bread Plate and Knife

1 Name Place Card

12 Teaspoon

13 Dessert Fork

6 Soup Spoon

15 Salad Plate

4 Water Glass

8 Dinner Fork

5 Tea or Coffee Cup and Saucer

7 Dinner Knife

2 Wine Glass (Red)

9 Salad Fork

14 Service Plate

3 Wine Glass (White)

Fill in the Blank

1. The utensils are placed 1 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? lemon, cream, sugar

3. Synchronized service is when: all servers serve at once

4. What is generally indicated on the name placard other than the name? partys name or persons name

5. The Protein on a plate is typically served at what hour on the clock? 6

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.