

# jessica mccowan

## **Security Officer - Allied Universal Security Services, Systems and So**

Houston, TX 77061

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## Work Experience

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### **Security Officer**

Allied Universal Security Services, Systems and So - Houston, TX

January 2019 to Present

Greeting tenants in a corporate office building maintaining cctv activity loading docks as well as visitors

### **Security Officer**

Elliot Security Solutions - Houston, TX

October 2018 to Present

Securing different post for different contracts

Conns locations

Cvs locations

Warehouse locations

consisted of securing the property walking the grounds, making sure there are no disturbances, or property damage to the company or the pedestrians property as well checking and monitoring the pedestrians comings and goings. Locking up and securing that the property has been shutdown correctly around the entire grounds

### **Server**

Landry's Inc - Houston, TX

June 2018 to January 2019

Food handling money management excellent customer service

### **Server**

Diana's restaurant - Houston, TX

August 2018 to October 2018

Food handling money management excellent customer service

### **Security Guard**

Westex Security Services, Inc - Houston, TX

January 2018 to October 2018

Checking pedestrians into a corporate building keeping a detailed log of the comings and goings of the people in and out of buildings, giving directions as needed to anyone that may have questions or confusion on how to maneuver through the building to the best of my ability, also walking the grounds

making sure the grounds is secured and nothing is out of place or out of the ordinary writing down detailed descriptions of any suspicious activity and turning it into my supervisor and making sure that the the building is properly secured before leaving

### **Server**

Sambuca Cafe - Houston, TX  
July 2016 to November 2017

Money management food handling customer service greeting and maintaining a healthy work environment

### **Server**

Phil and Derek's - Houston  
July 2016 to October 2017

Money management food handling customer service executing tickets in a timely manner

### **Server and Bartender**

Smart financial center - Houston, TX  
July 2016 to July 2017

Bartender part time for concerts and live music venue

Brazos Manor - Houston, TX  
July 2015 to January 2017

Caregiving to the elderly supplying them with daily medication when needed feeding arrangements transportation to doctors appointments over night care as well to the unable elderly people that needed around the clock care. Providing physical therapy appointment doctors appointment/visits as well.

### **Customer Service Representative**

AT&T - Houston, TX  
January 2014 to December 2014

conducting sale services to customers and supplying them with the best possible rates / deals, allowing them to give me a better understanding of what is needed and required in our services and making sure I guide them in the right direction

## **Education**

### **Nursing**

University of Houston - Houston, TX  
August 2014 to August 2017

## **Skills**

- Customer service
- Organizational skills
- Typing

Name Jessica McCowan

**Servers Test**

Score / 35

**Multiple Choice**

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**

D Scullery

E Queen Mary

A Chaffing Dish

B French Passing

C Russian Service

F Corkscrew

G 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

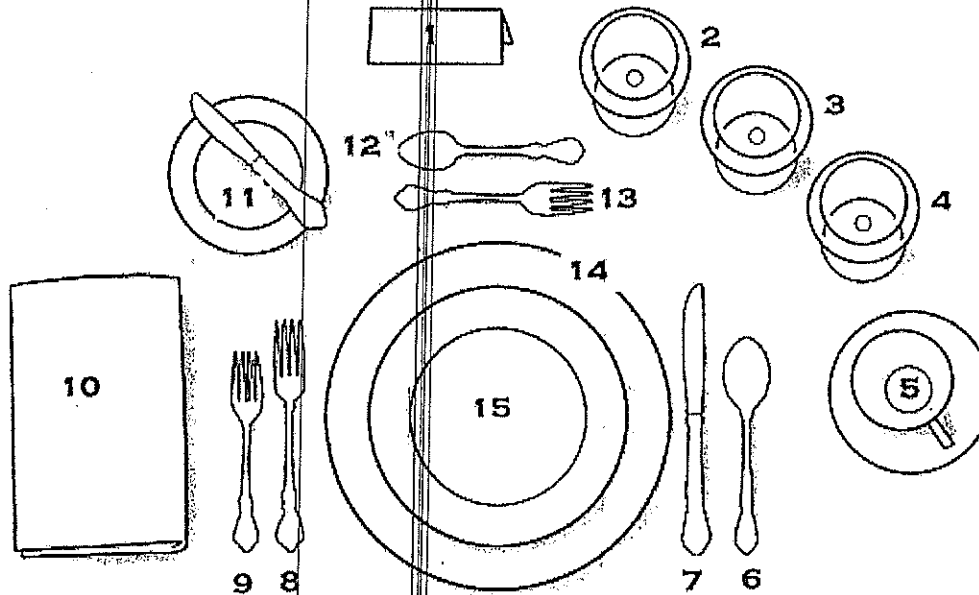
F Used to open bottles of wine

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

Name \_\_\_\_\_

**Servers Test**

Score / 35



**Match the Number to the Correct Vocabulary**

- |           |                       |
|-----------|-----------------------|
| <u>10</u> | Napkin                |
| <u>11</u> | Bread Plate and Knife |
| <u>1</u>  | Name Place Card       |
| <u>12</u> | Teaspoon              |
| <u>13</u> | Dessert Fork          |
| <u>12</u> | Soup Spoon            |
| <u>15</u> | Salad Plate           |
| <u>4</u>  | Water Glass           |

- |           |                              |
|-----------|------------------------------|
| <u>8</u>  | Dinner Fork                  |
| <u>5</u>  | Tea or Coffee Cup and Saucer |
| <u>7</u>  | Dinner Knife                 |
| <u>2</u>  | Wine Glass (Red)             |
| <u>9</u>  | Salad Fork                   |
| <u>14</u> | Service Plate                |
| <u>3</u>  | Wine Glass (White)           |

**Fill in the Blank**

- The utensils are placed 1" inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? A sugar caddy, cream, tea spoon, lemon wedges
- Synchronized service is when: Courses are served in a manicured way for all parties dining
- What is generally indicated on the name placard other than the name? Table number, or specific entrée for that particular seating
- The Protein on a plate is typically served at what hour on the clock? 6pm
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Alert the expeditor so they can put in a rush order for the guest