

# Joshay Porter

## **Cashier/Sales Associate - McAlister's Deli**

Houston, TX 77093

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8327419149

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Cashier/Sales Associate**

McAlister's Deli - Houston, TX

November 2016 to November 2018

Greeting and welcoming our guest with very friendly generous gestures socializing and accommodating with the best service providing our customers with a choice of delicious sandwiches and more serving over a thousand guest keeping a clean and safe environment making sure our guests are well satisfied and other duties

### **Hostess**

Kultured Kitchen - Houston, TX

December 2017 to May 2018

Welcoming our guest with a polite warm welcoming and friendly smile giving our customers the best assistance and outstanding services reaching our goal making sure we keep the guest well satisfied & keep a very neat and clean safe environment helping our guests feel comfortable and assured

### **Customer Service Representative**

Sutherland - Houston, TX

December 2015 to May 2017

greeting our customers and help assisting with meeting all of they're needs and requirements keeping a neatly organized and clean area

### **Hostess and Food Runner**

Movie Tavern - Houston, TX

August 2015 to January 2016

Welcoming our guests with a generous kind greeting giving our customer outstanding customer service and assistance serving with an exquisite taste of tavern style entree & delicious marvelous delightful dessert helping them in every way to have a great experience with enjoying the environment and keeping them well satisfied clean theater, lobby restroom break room and more

### **Cashier**

Restaurant Depot - Houston, TX

August 2014 to May 2015

Greeting all our customer with a very friendly polite welcoming giving the best customer service assist they're needs and being helpful in every way possible to keep them satisfied cleaning area break room and more

### **Retail Sales Associate/Cashier**

Walmart - Houston, TX

October 2013 to November 2014

Welcoming our customer with a kind and friendly greeting helping assist our associates with the best customer service meeting they're needs and requirements price checking and scanning items cleaning

area stocking shelves and more

### **Education**

#### **Medical**

Florida Career Institute - Houston, TX

October 2017 to November 2017

### **Skills**

- customer service (5 years)
- organizational skills (5 years)
- RETAIL SALES (1 year)
- Crew Member (2 years)
- Cash Handling
- Cash Register
- Inventory
- Team Player
- Data Entry
- fast learner
- Filing
- Cooking
- Excel
- Warehouse (1 year)
- Microsoft outline (1 year)
- Stocking (2 years)
- RECEPTIONIST (1 year)
- Stocking and loading (2 years)
- Microsoft Office
- Cleaning Experience (1 year)

### **Assessments**

#### **Customer Focus & Orientation — Proficient**

September 2019

Responding to customer situations with sensitivity.

Full results: [https://share.indeedassessments.com/](https://share.indeedassessments.com/share_to_profile/9cd9076fed352645c150924d1d382beceed53dc074545cb7)

[share\\_to\\_profile/9cd9076fed352645c150924d1d382beceed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/9cd9076fed352645c150924d1d382beceed53dc074545cb7)

### **Attention to Detail — Completed**

September 2019

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [https://share.indeedassessments.com/](https://share.indeedassessments.com/share_to_profile/69771a93a9e2ac8776fc954e9d0f0e08)

[share\\_to\\_profile/69771a93a9e2ac8776fc954e9d0f0e08](https://share.indeedassessments.com/share_to_profile/69771a93a9e2ac8776fc954e9d0f0e08)

### **Retail Cash Handling — Proficient**

October 2019

Calculating retail transactions and knowing cash drawer policies and procedures.

Full results: [https://share.indeedassessments.com/](https://share.indeedassessments.com/share_to_profile/54e9a2bdfc466f55bd1d3a45fccb542ceed53dc074545cb7)

[share\\_to\\_profile/54e9a2bdfc466f55bd1d3a45fccb542ceed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/54e9a2bdfc466f55bd1d3a45fccb542ceed53dc074545cb7)

### **Warehouse Associate — Familiar**

October 2019

Assesses the tendencies that are important for success in warehouse roles.

Full results: [https://share.indeedassessments.com/](https://share.indeedassessments.com/share_to_profile/3c18b18f6156a2dfb694171ceb754f1deed53dc074545cb7)

[share\\_to\\_profile/3c18b18f6156a2dfb694171ceb754f1deed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/3c18b18f6156a2dfb694171ceb754f1deed53dc074545cb7)

### **Attention to Detail — Completed**

October 2019

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/](https://share.indeedassessments.com/share_to_profile/d09804ab645b49f6a7a04f13750749d6eed53dc074545cb7)

[d09804ab645b49f6a7a04f13750749d6eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/d09804ab645b49f6a7a04f13750749d6eed53dc074545cb7)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## **Additional Information**

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### **Skills**

Customer Service Skills, organizational skills, sales, communications, excel

Name \_\_\_\_\_

**Servers Test**

Score   / 35  

**Multiple Choice**

  6  

- B   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

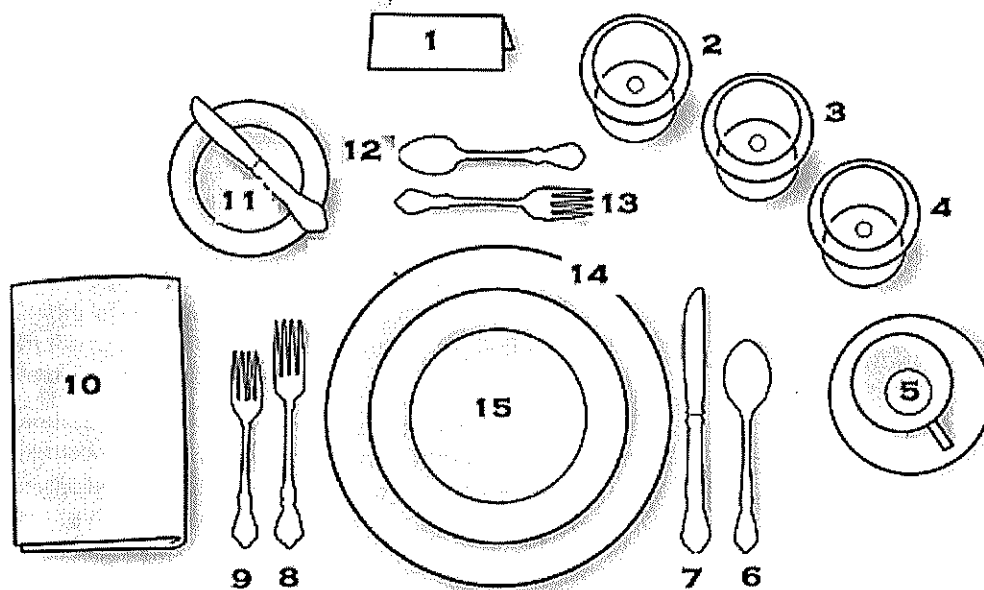
**Match the Correct Vocabulary**

- |                              |   |
|------------------------------|---|
| <u>  d  </u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>  F  </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>  B  </u> French Passing  | D. Area for dirty dishware and glasses  |
| <u>  C  </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  |

Name \_\_\_\_\_

**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>4</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>12</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>2</u>	Water Glass		

**Fill in the Blank**

- The utensils are placed 26 cm 8 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? \_\_\_\_\_
- Synchronized service is when: a component of active Boss you can completely automate the process
- What is generally indicated on the name placard other than the name? \_\_\_\_\_
- The Protein on a plate is typically served at what hour on the clock? 10:00
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? \_\_\_\_\_