

Ashley Mason

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Professional Experience

Umami Burger Irvine, CA
Waitress / Trainer

August 2018 - Present

- Generated top sales by upselling and offering nightly specials during high volume days (Fridays, Saturdays and Sundays)
- Resolved customer complaints with high urgency
- Trained new server staff brand operations, restaurant compliance and customer expectations
- Organizing and setting up private catering events and making sure to provide excellent service for every client
- Providing and elevating customer satisfaction by offering warm and friendly service and ensuring each dining experience at Umami Burger is one to remember and continuously revisit

Mattson Resources Costa Mesa, CA
Administrative Assistant

August 2015 - July 2018

- Answer phones and greet visitors with courtesy and professionalism, creating a competent appearance to clients
- Assisted employees with organization by filing, secure destruction of sensitive materials, and labeling, accelerating productivity
- Helped plan company events by marketing events and directing set-up
- Coordinated multiple employee schedules in various time zones to book conference calls, video conference calls, and on site meetings
- Built graphics for employee events, as well as brochures and job flyers for hiring fairs to excite current and potential employees

24 Hour Fitness Irvine, CA
Membership Counselor

September 2014 - March 2015

- Maintain knowledge of multiple gym membership plans and compare with confidence to potential guests.
- Familiar with all the different memberships and upcoming deals available
- Explain options to customers and recommend best-fit choices
- offer personal training to guests to improve sales total
- collaborate in a team environment to ensure work is evenly distributed, guest are efficiently served and revenue opportunities are maximized

Nation Home Financial, Long Beach, CA
Administrative Assistant/ Loan Set-Up

March 2013– September 2014

- Set-up FHA files after initial intake
- Working to assist processors on organizing files
- Working with processors to open Loans
- Answer phones, emails, and mail accordingly

CPK, Irvine, CA
Hostess/Take out/Waitress

2012- 2013

- General Hostess Duties include opening and Closing the restaurant including restocking items
- Training new staff on guest services expectations and proper food handling as well as safety procedures
- Skillfully anticipated and addressed guest services needs
- Waiting on customers, acting as a Cashier
- Offer up-sale items on menu to increase sales
- Closing out the registers and coordinating with the Kitchen staff

Education

- | | |
|---|------------------|
| • Irvine Community College, Irvine, CA | <i>2018-2019</i> |
| • College Of The Canyons, CA | <i>2012-2013</i> |
| • Arnold O. Beckman High School, Irvine, CA | <i>2008-2011</i> |

References

Kenan Dundar : Manager work: cell: (714)-787-7070

Muna Darwish : Recruiter Mattson Resources (708)-253-7704

William Burrell: Operations Manager Maxx Realty (925) 984-7084



THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name Asnley Mason

Score 29/35

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 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

Match the Correct Vocabulary

D

Scullery

E

Queen Mary

A

Chaffing Dish

G

French Passing

B

Russian Service

F

Corkscrew

C

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



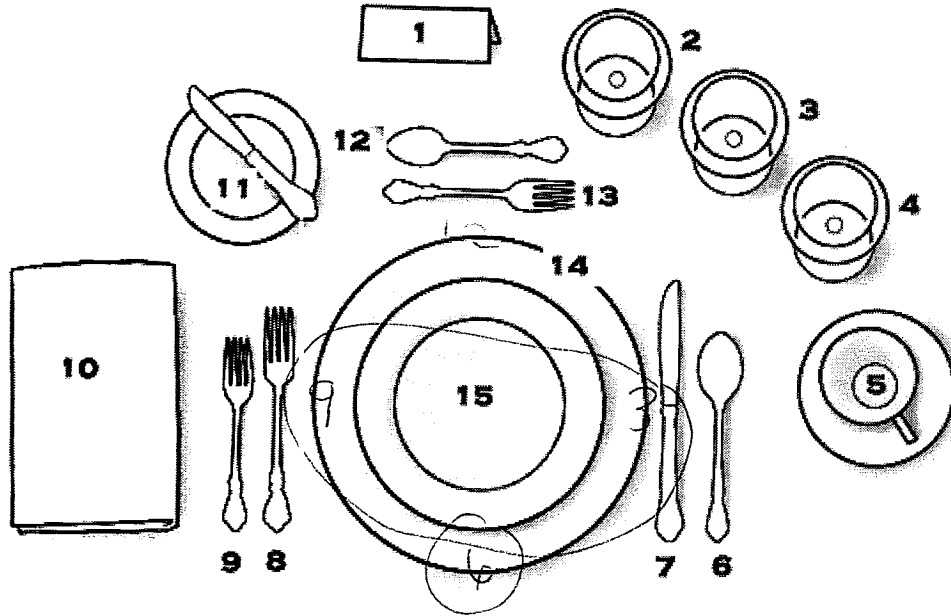
THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

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>2</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>4</u>	Water Glass		

Fill in the Blank

- The utensils are placed 1 5? inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Saucers and spoons
- Synchronized service is when: You are serving food and bussing tables
- What is generally indicated on the name placard other than the name? food / table number
- The Protein on a plate is typically served at what hour on the clock? second? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Notify expo and kitchen so they know

sugar milk in order to serve in an event.