

# ANTHONY THOMPSON

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*Authorized to work in the US for any employer*

## Customer Service/ Baggage Handler

McCarran Airport Terminal 3 – Las Vegas, NV - Aug 2017-2019

Supervisor Tony Pacheco 702.261.1951

Delivery and transfer of goods to its intended destination, lifting 70 pound boxes operating heavy machinery, such as forklifts, trucks, and hydraulic conveyor belts, nightly reports, insuring health standards are met in all service areas and other work areas. Cleaning and disinfecting sinks, countertops, tables, chairs, refrigerators, etc. Replenishing break room supplies.

## Customer Service

AMC Theaters Dine In – Marina Del Rey, CA September 2019-PRESENT

Installing dish machine every morning, washing pots, pans, and flatware, and resetting dining areas. Preparing dining areas and kitchen for next shift by cleaning and restocking dining areas and cook stations, mopping floors, cleaning filters in kitchen.

## Handler/Loader

Urth Caffe - Hawthorne, CA 90250 January-June 2019

Human Resources 562-742-5608

Repairing and maintaining mechanical equipment, buildings, and machines; Plumbing work, painting, flooring repair and upkeep, electrical repairs and heating and air conditioning system maintenance. Data entry, scrubbing all floors & windows, inventory. Lifting of 50 pound boxes. operating heavy machinery, such as forklifts, trucks, and hydraulic conveyor belts.

## Customer Service Representative/ Baggage Handler

Monte Carlo Hotel & Casino Las Vegas, NV August 2016-2017

Human Resources 702.730.7777

Oversee the process of moving and distributing materials, unloading materials from one location to another and may be involved in the process of extracting and loading the materials to be transported. Data entry, scrubbing all floors & Windows, inventory. Lifting of 50 pound boxes, operating heavy machinery, such as forklifts, trucks, and hydraulic conveyor belts; nightly reports, insure health standards are met in all service areas and other work areas.

**Please contact me for Reference Information**





THE SERVICE  
COMPANIES

SERVICE. ABOVE ALL

Name Anthony Thompson

## Servers Test

Score 27/35

### Multiple Choice

-8

77/100

- 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
- B 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
- A 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>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  |



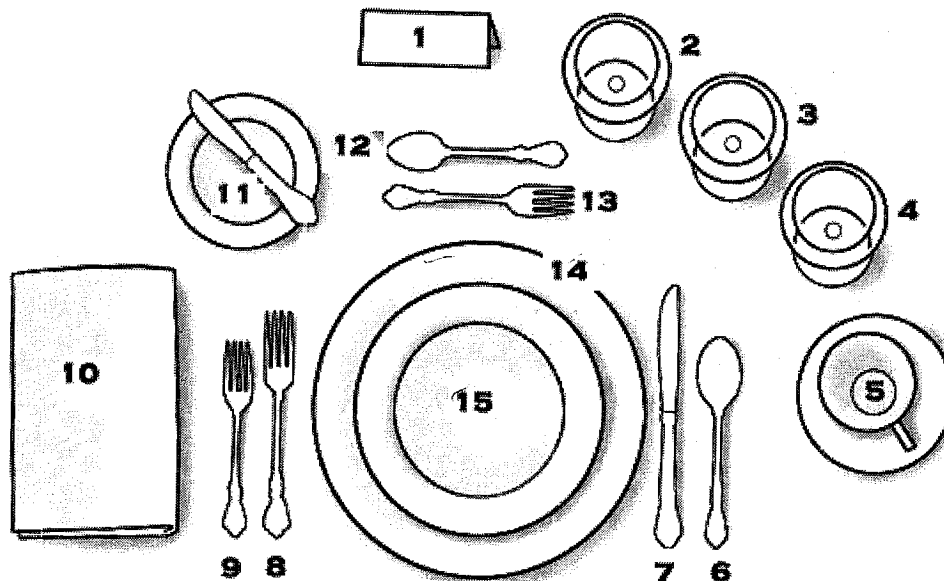
**THE SERVICE  
COMPANIES**

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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>2/3</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>3/4</u> | Wine Glass (White)           |
| <u>4/2</u> | Water Glass           |            |                              |

### Fill in the Blank

- The utensils are placed 8 1/2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar and cream
- Synchronized service is when: the server is in a efficient style of serving, bussing plates
- What is generally indicated on the name placard other than the name? table number, design, the event title.
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock hour
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Notify the customer that we have limited items of that specific request.