

Noelle Rodriguez

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Hospitality Customer Service

Providing Exceptional Service ... Building Loyal Relationships ... Solving Problems ... Increasing Sales

- Dynamic customer service professional experienced in high volume settings.
- Excels in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.
- Consistent ability to build and maintain enduring customer relationships to boost sales and generate repeat business.
- Strong organizational skills, ability to adapt quickly to new processes and working environments.

Experience

Front Desk – Group Coordinator, Mammoth Mountain, Mammoth CA (seasonal) Nov 2013–April 2014

Coordinated private, group and children's skiing and snowboarding lessons. Handled high volume customers and sales. Assisted and answered guest inquires, processed guest transactions. Resolved any guest concerns or issues. Reconciled daily receipts. Data entry.

Customer Service – Cashier, Eurest Dining Services, Los Angeles CA May 2013 – Nov 2013

Processed cash and electronic payments. Reconciled daily transactions and receipts. Assisted in stocking merchandise, cleaning and maintaining merchandising displays. Conducted training with new employees. Data entry.

Food Expeditor - Hostess, San Antonio Winery, Los Angeles, CA Nov 2011–May 2012

Greeted and assisted guests to ensure a pleasant dining experience. Ensured food was prepared and served in timely manner. Facilitated communication between kitchen and service staff. Performed food preparation duties and prepared food for take-out. Data entry.

Food Server – Food Server, Annandale Golf Club Pasadena, CA (seasonal) May 2011–Sept 2011

Greeted and served guests to ensure a pleasant dining experience. Ensured food is prepared and served in timely manner. Assisted in dining room set-up and cleaning. Participated in banquet events with food and cocktail service. Facilitated communication between kitchen and service staff. Performed food preparation duties. Data entry.

Barista – Customer Service, Starbucks Coffee, Alhambra, CA Dec 2005 – Nov 2008

Demonstrated excellence in customer service and hospitality. Greeted and served guests ensuring a pleasant experience. Ensured food and beverages were prepared and served in timely manner. Assisted in set-up and cleaning of supplies, tools, equipment and storage areas to ensure compliance with safety regulations. Data entry.

Education

East Los Angeles Occupational Center – Medical Radiology Technology Pasadena City College

2011 - 2011
2006 - 2011

Skills

- Food & Drink Service
- Good communication and interpersonal skills.
- Ability to think out of the box and never give up spirit.
- Close attention to details.
- Ability to multitask and prioritize.
- Detailed understanding and experience of front desk operations.
- In-depth knowledge about customer service procedures.
- Point of Sale, Customer Data Base Systems, MS Word, Excel, Powerpoint, Outlook.

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Summary

To employ my knowledge and experience with the intention of securing a professional career with opportunity for challenges and career advancement, while gaining knowledge of new skills and expertise.

Skills & Abilities Management

- Detail-oriented, efficient and organized professional with experience in accounting systems.
- Possess strong analytical and problem solving skills, with the ability to make well thought out decisions.
- Excellent written and verbal communication skills.
- Highly trustworthy, discreet and ethical.
- Knowledgeable in QuickBooks, Excel & Word.

Work Experience

OFFICE ASSISTANT | PASADENA, CA | FEB 2019-OCT 2019

DEPARTMENT OF CHILD & FAMILY SERVICES

- Prepares, keyboards, types and processes various requisitions and forms. Composes, types, edits, formats and proofreads a variety of reports, correspondence, memos and written materials. Prepares, files and maintains various list, logs, files and records. Answers telephones, takes messages and directs callers to appropriate personnel. Schedules meetings, appointments and make travel arrangements.

OFFICE ASSISTANT | ECHO PARK, CA | AUG 2017-JUNE 2018

PREFERRED BONDING & INSURANCE SERVICES

- Interacted with clients in responding to their bond specific needs, i.e., contract documents, bond forms, rating and billing questions, etc. Interacted with surety underwriters in related information/issues in the administration of the bond programs of our clients, i.e., premium billings, rating issues, contract documents, bond forms, bid results, etc. Prepared client-specific documents. Processed billing transactions. Worked within the agency management system's electronic file management specific to our surety clients, i.e., ERLON & Paperport.

ACTIVITY ASSISTANT | FULLERTON, CA | FEB 2015-OCTOBER 2016

WINDSOR GARDENS CARE CENTER

- Assisted in planning and promoting activities based on the needs and interests of the resident. Provided programs in all recreation component areas on an individual and group basis. Assisted residents with participation in group outings, special events and religious programs. Documented resident attendance and participation level at recreation programs, writes progress notes, and resident assessments. Ensured that residents and families receive the highest quality of service in a caring and compassionate atmosphere which recognizes the individuals' needs and rights

Education

- East Los Angeles Occupational Center | Accounting 1, 2 & 3; Computer Operations 1 & 2; January 2017-January 2018
- Pasadena City College | General Education; 2006-2008
- Alhambra High School; 2002-2006

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

C. 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
94%

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

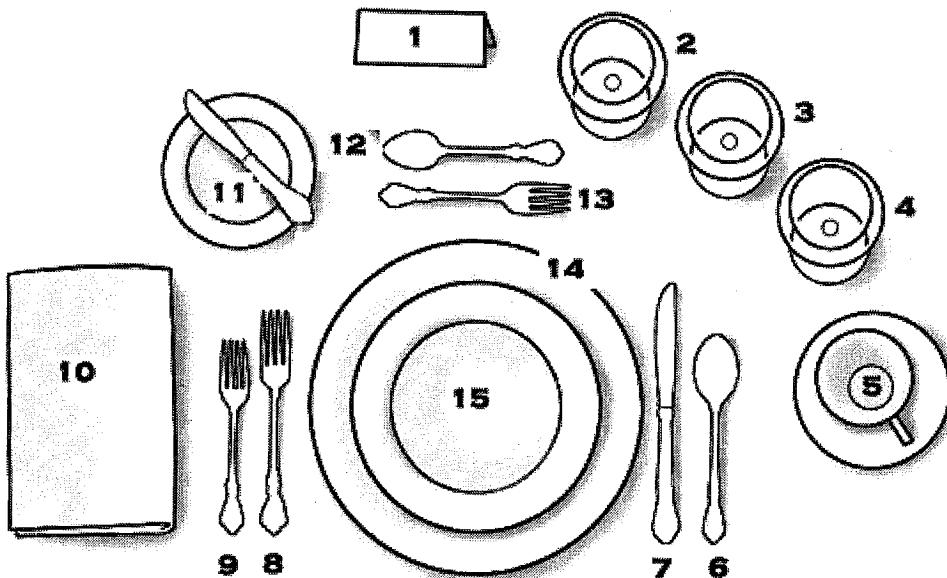
F. Used to open bottles of wine

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

<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>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>1</u>	Wine Glass (White)
<u>2</u>	Water Glass		

Fill in the Blank

1. The utensils are placed 1 8 inches inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? sugar, cream
3. Synchronized service is when: everyone is playing a part.
4. What is generally indicated on the name placard other than the name? position or number.
5. The Protein on a plate is typically served at what hour on the clock? bottom 9 o'clock (9).
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Check with kitchen if we can accommodate.



C 1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?

- a) 20 minutes
- b) 30 minutes
- c) 60 minutes

93%

B 2) What are the basic ingredients of a Latte?

- a) Milk, Espresso, Whipped Cream
- b) Espresso, Steamed Milk
- c) Water, Espresso, and Foam

A 3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?

- a) 2 minutes
- b) 4 minutes
- c) 5 minutes

A 4) When steaming milk for a beverage, what temperature should you steam the milk to?

- a) 150-160 degrees
- b) 190-200 degrees
- c) 120-130 degrees

C 5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?

- a) 8 seconds
- b) 20 seconds
- c) 10 seconds

C 6) What do you do if a customer says their latte does not taste like there is espresso in it?

- a) Tell them you made the drink according to the recipe so it should be fine
- b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
- c) Apologize to the customer and remake their drink according to standards
- d) Walk away and have another barista remake their drink

B 7) You can re-steam milk _____?

- a) Only Once
- b) Never
- c) Sometimes
- d) Always

A 8) What is the proper ratio of coffee grounds to water?

- a) 2 Tablespoons coffee to 6oz water
- b) 2 Tablespoons coffee to 8oz water
- c) 1 Tablespoon coffee to 6oz water
- d) 2 Teaspoons coffee to 8oz water

C 9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?

- a) Make their drink with regular milk and hope they do not notice
- b) Apologize and ask the customer to come back tomorrow
- c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
- d) Inform your manager we are out of soy



Barista Test

Score / 15

B.

10) Decaffeinated coffee is 100% caffeine free?

- a) True
- b) False

C.

11) What are the basic ingredients in a cappuccino?

- a) Coffee, Milk, Foam
- b) Espresso, Foam
- c) Espresso, Steamed Milk, Foam
- d) Espresso, Cream, Foam

A.

12) What is a café au lait?

- a) Coffee, Steamed Milk
- b) Coffee, Cold Milk
- c) Coffee, Cream, Sugar
- d) Espresso, Cold Milk

C.

13) What does "half caf" mean?

- a) Half cream and half regular milk
- b) Half as much coffee as normal
- c) Half regular and half decaf coffee

A.

14) What does it mean when a customer requests their cappuccino "dry"?

- a) Less milk and more foam
- b) No milk and lots of foam
- c) Extra foam
- d) No foam and no milk

B.

15) What is an Americano?

- a) Regular drip coffee
- b) Espresso with water
- c) Coffee with cream
- d) Iced coffee