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PROFESSIONAL PROFILE

- Customer service with 6 years of experience organizing and filing data, preparing daily reports and maintaining the utmost confidentiality
- Adept at interdepartmental coordination and communication
- Possess comprehensive knowledge of Microsoft Word, Excel, and Outlook

PROFESSIONAL EXPERIENCE

Hermosa Beach Community Center

Recreation Leader and Building Coordinator, July 2019 – Present

- Read and analyze memos, submissions, and reports to determine their significance and plan their distribution
- Coordinate and direct services, such as records, departmental finances, budget preparation, personnel issues, and housekeeping, to aid customers
- Prepare invoices, reports, memos, letters, financial statements, and other documents, using word processing, spreadsheet, database, or presentation software

Panera Bread

Associate Trainer, Cashier and Catering Coordinator, February 2018 – October 2019

- Managed food operations for special events at hotels, resorts, and other establishments
- Met and greeted guests, oversaw food presentation, coordinated events and managed staff
- Performed administrative duties

Chipotle Mexican Grill, Carson, CA

Shift Lead and Catering Coordinator, September 2014 – February 2018

- Ensuring food quality by cooking and prepping food to order, and following kitchen procedures
- Monitoring food waste and inventory levels, and resolving food quality issues training and developing Crew members
- Filling out Material Safety Data Sheets (MSDS) and Inventory Rotation (FIFO)

Vector Marketing Call Center

Sales Representative and Customer Service Representative, June 2012- August 2014

- Handled all payroll activities for 30+ employees and ensured posting of checks before the end of the month
- Answered incoming calls (avg. 40/day) resolving issues with both customers and billing department
- Assisted in document scanning (100+/day) and logged them in the company's proprietary computer system

ADDITIONAL SKILLS

CALIFORNIA STATE UNIVERSITY OF DOMINGUEZ HILLS, Carson, CA

Bachelors in Criminal Justice

- GPA: 3.0
- Fall, Spring and Summer internship for the Los Angeles County Probation Department



THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Aniya Dorsey-Leach

Barista Test

Score 13 / 15

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

24 87%

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

B

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