

TIANNA TOWNSEND

323.271.7809

Tianna.0593@gmail.com

Seeking a position that utilizes my diverse experience and talents, to deliver meaningful results. Energetic, results-oriented team-player eager to bring strong administrative skills to a growing company in need of top-level support.

EXPERIENCE

AUGUST 2017 – CURRENT

ADMINISTRATIVE ASSISTANT, CALIFORNIA STEM INSTITUTE FOR INNOVATION AND IMPROVEMENT

Oversee personal and payroll files for Compton and Centinela Valley Unified School District tutors. Prepare new tutor orientations. Schedule district live scans. Maintain updated tutor databases. Follow up with potential candidates. Achievements include CSUDH Mobile FAB LAB unveiling.

DECEMBER 2016 – CURRENT

SERVER, HUMMUS BAR AND GRILL

Skilled server bringing enthusiasm, dedication, and an exceptional work ethic. Trained in customer service with information about Mediterranean and American cuisine. Outgoing with a commitment to positive guest relations. High volume dining, customer service, and cash handling background.

EDUCATION

2015-2017

ASSOCIATE OF ARTS: DEGREE IN ARTS AND HUMANITIES, EAST LOS ANGELES COLLEGE

Philosophy Club Treasure, Student Government, Librarian tech Assistant, Dean's Honor List
GPA: 3.46

2017-2019

BACHELOR OF ARTS: DEGREE IN LIBERAL STUDIES, CALIFORNIA STATE UNIVERSITY DOMINGUEZ HILLS

In progress

SKILLS

Scheduling
Management
Extremely organized

Problem resolution: Microsoft Office, Excel,
PowerPoint
Computer proficient
Attention to detail
Cash handling accuracy
POS systems
Customer and Personal Service
Critical Thinking

References available upon request



**THE SERVICE
COMPANIES**

SERVICE. ABOVE ALL

Name Tianna Townsend

Servers Test

Score 26/35

Multiple Choice

- 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
- 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>A</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>E</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 |



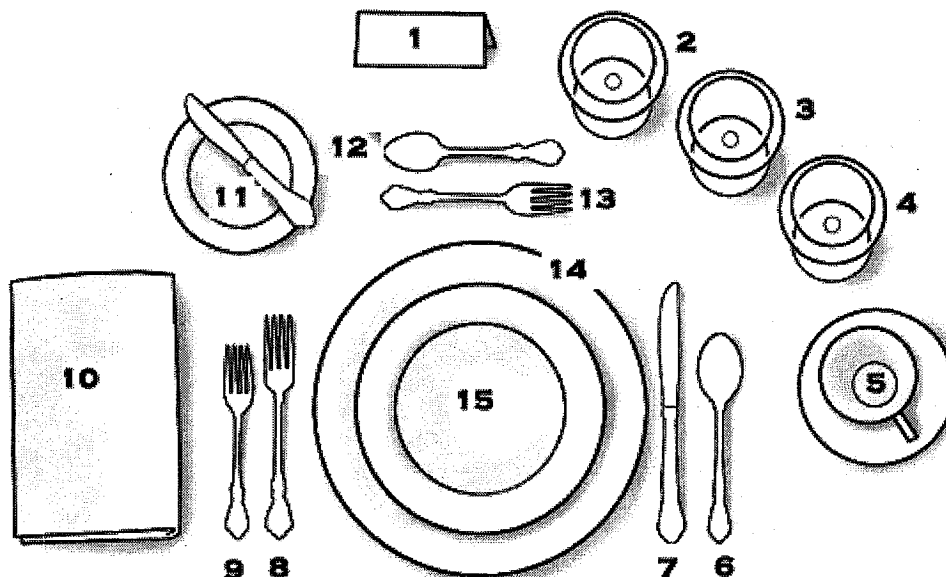
THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

| | | | |
|----|-----------------------|----|------------------------------|
| 10 | Napkin | 8 | Dinner Fork |
| 11 | Bread Plate and Knife | 5 | Tea or Coffee Cup and Saucer |
| 1 | Name Place Card | 7 | Dinner Knife |
| 12 | Teaspoon | 2 | Wine Glass (Red) |
| 13 | Dessert Fork | 4 | Wine Glass (White) |
| 14 | Soup Spoon | 13 | Salad Fork |
| 15 | Salad Plate | 14 | Service Plate |
| 4 | Water Glass | 3 | Wine Glass (White) |

Fill in the Blank

- The utensils are placed 1 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar, cream, spoon
- Synchronized service is when: The service is completed at the same time.
- What is generally indicated on the name placard other than the name? Dietary restrictions
- The Protein on a plate is typically served at what hour on the clock? 9 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Let the cook know.

Score 11.5/14

Name: Tianna Townsend

82%

Housekeeping Test

- 2 1/2
- During which of the following situation(s) should you wear gloves?
 - When handling disinfectant solutions
 - When cleaning guest rooms
 - When handling soiled linen
 - When handling or disposing of waste
 - e) All of the above
 - Which of the following should be cleaned daily?
 - Chairs, lamps, and tables
 - Tabletops, bed, and handrails
 - Grab bars, light, tops of doors and counters
 - Floors, sinks, toilets, and latrines
 - e) All of the above
 - True or False: You do not need to use a separate cloth for cleaning bathrooms.
 - True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
 - Should the following be cleaned daily or weekly? Circle one.
 - Floors Daily/ Weekly
 - Toilets and latrines Daily/ Weekly
 - e) Carpets in guest rooms Daily/ Weekly
 - d) Carpets in offices Daily/ Weekly
 - Soiled linen Daily/ Weekly
 - The best way to clean the floors:
 - Scrubbing
 - Dry sweeping and dusting
 - Sweeping, mopping and dusting
 - Wet mopping
 - What should do if you spill liquids or see a liquid spill?
 - Leave it for someone else to clean- up
 - Wait until the end of your shift to clean it
 - c) Flag the spill and clean it up immediately
 - Not sure
 - The proper procedure for cleaning spills of blood and other body fluids is:
 - a) Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
 - Find the janitor on- duty and ask him to clean it up
 - Grab whatever is closest and wipe up immediately, then mark "Biohazard"
 - Nothing
 - What do you do if you encounter with bed bugs in a guest room?

1/2 contact lead to inform them, quickly remove sheets.

10. What do you do if you find Lost and Found items in a guest rooms?
contact hotel lost and found, and submit lost item.

11. Describe the difference between a disinfectant and a cleaning solution?

Disinfectant has more chemicals, you would use this on floors, sinks, toilets. Cleaning solutions are used more for table tops, and handrails. Disinfectants kill bacteria, clean solution adds pleasant scent, it cleans but doesn't kill bacteria.

