

# ORLAND MAURICE WILLIAMS

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## SUMMARY OF QUALIFICATIONS

- Team Supervisory and developmental skills, including all administrative duties of leadership, and vetting candidates
- Established, and exceeded business metrics, implementing changes as needed
- Business-to-business account management including coordinating resolution, logistics, restaurant server, and food service experience

## PROFESSIONAL EXPERIENCE

### **Publix Super Markets - Atlanta, GA**

10/2016-Present

#### *Customer Service/Deli*

- Perform basic math functions, to collect payments and make change
- Operate registers, scanners, scales, and credit card/debit card terminals
- Memorize product locations throughout the store, and be able to direct customers, or make suggestions
- Handle exchanges, and refunds in a quick, efficient manner
- Collect payments, and bag purchases for customers
- Process Lottery, Western Union and Money Order transactions, creating and maintaining reports
- Take a tally of the funds in the cash register when required during a shift, and produce transaction reports
- Supervise cashiers and baggers ensuring timely check-out services, janitorial duties, and adherence to individual daily schedules
- Deli Food Service, and menu item preparation according to the customers standards
- Maintain clean, and organized facilities, keeping items well stocked, and rotated
- Count and balance the safe
- Open, balanced and close cash registers
- Process deposits, and complete all necessary reports

### **DeKalb Utility Customer Operations (Hire Dynamics) - Decatur, GA**

12/2014-12/2015

#### *Team Supervisor*

- Executed daily coaching and development of Customer Service Representatives, to meet departmental & individual benchmarks
- Supervised & managed daily CSR activities providing training to maintain adequate service level
- Trained and managed new-hires in all related job functions, ensuring successful transition to the floor
- Compiled information for daily reports of agents, and departmental metrics
- Vetted candidates for hire
- Devised and implemented process improvement measures
- Developed and managed projects

## **Coca Cola Refreshments (Randstad) - Alpharetta, GA**

04/2012-08/2013

### *Special Services- Credits and Deductions Team Account Manager*

- Handled Escalated calls, collecting on delinquent accounts, while managing IVR reports and statistics.
- Intercepted customers' claims for credits, debits, overages and shortages
- Investigated all claims, obtaining appropriate documents, and gathering applicable information using all resources
- Communicated resolution via email, phone and fax
- Processed appropriate credit and debit transactions
- Managed daily queues efficiently, exceeding department standards
- Adhered to logistics, and shipping guidelines
- Processed orders, ensuring accuracy in products, correct lead-time account number, and purchase order numbers
- Provided support for customers, and service network, for the follow-up of service, syrup and non-carbonated beverage orders
- Researched and resolve issues for customers, and business partners
- Maintained email and voice mail, ensuring adequate and timely response
- Reviewed tracking sheets for EDI issues, coordinating resolution with facilities assistance

## **Kimberly Clark (Staff Logix) - Roswell, GA**

10/2009-11/2010

### *Account Coordinator*

- Supported to the Account Management Team, in all areas of order processing
- Managed queues to ensure all orders were cleared, and proper for shipping using departmental guidelines
- Assisted customers with orders resolving all issues using all available resources
- Compiled reports and communicated with customers regarding product availability

## **EDUCATION**

Manual High School, Diploma Graduate	08/1990 - 05/1994
Norfolk State University, Architecture Course Study	08/1996 - 01/1998
Tidewater Community College, Liberal Arts Course Study	01/1999 - 01/2001



## Bartenders Test

Score / 35

### Multiple Choice (6 points)

- 1) Carbonation \_\_\_\_\_ the rate of intoxication.  
a) Slows down  
b) Speeds up  
c) Does nothing to
- 2) What are the six most commonly used spirits?  
a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice  
b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila  
c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel  
d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum
- 3) You can accept an expired ID as long as all other information is correct.  
a) True  
b) False
- 4) If someone has had too much to drink, serving them coffee will help sober them up.  
a) True  
b) False
- 5) What are the acceptable forms of ID for Alcohol Consumption?  
a) State or Government Issued ID Card or Drivers License  
b) Passport or Passport ID Card (as long as it lists the person's date of birth)  
c) School ID or Birth Certificate  
d) A & B  
e) A, B & C
- 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.  
a) True  
b) False

### Vocabulary (9 points)

Match the word to its definition

- U I Q "Straight Up"  
✓ F Shaker Tin  
I D "Neat"  
✓ A Muddler  
✓ B Strainer  
✓ e Jigger  
✓ G Bar Mat  
✓ D "Float"  
✓ A "Back"

- a.) Used to crush fruits and herbs for craft cocktail making  
b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured  
c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice  
d.) To pour ½ oz of a liquor on top  
e.) Used to measure the alcohol and mixer for a drink  
f.) Used to mix cocktails along with a pint glass and ice  
g.) Used on the bar top to gather spills  
h.) Requesting a separate glass of another drink  
i.) Means to serve spirit room temperature in a rocks glass with no ice

Name Akmal Williams

**Servers Test**

Score / 35

**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
- AB 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 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**

- D E Scullery  
E B Queen Mary  
A D Chaffing Dish  
✓ B French Passing  
G A Russian Service  
✓ F Corkscrew  
✓ C Tray Jack

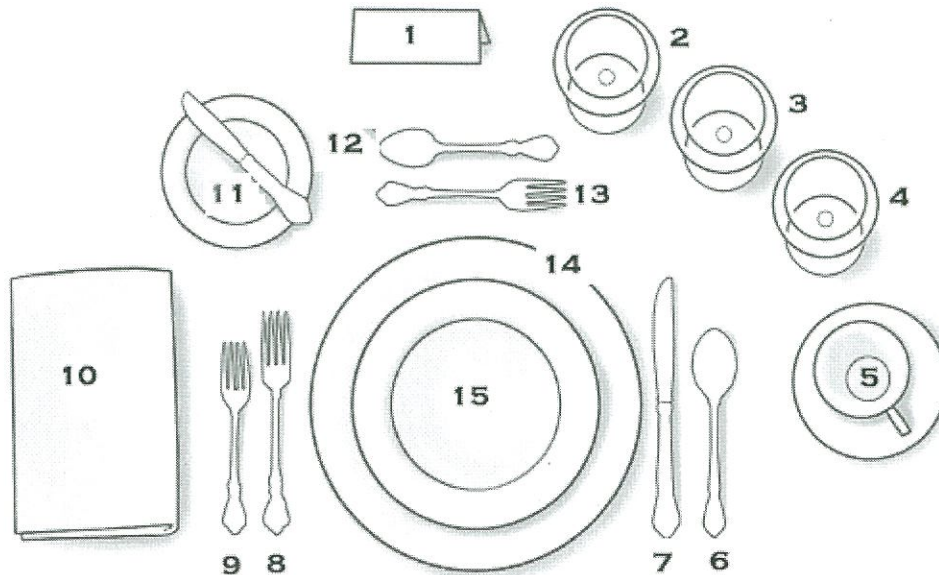
- A. Metal buffet device used to keep food warm by heating it over warmed water  
B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)  
C. Used to 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



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 3	Wine Glass (Red)
13 9	Dessert Fork	4 8	Salad Fork
✓ 6	Soup Spoon	✓ 14	Service Plate
✓ 15	Salad Plate	3 4	Wine Glass (White)
4 2	Water Glass		

**Fill in the Blank**

1. The utensils are placed \_\_\_\_\_ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Water / Napkins
3. Synchronized service is when: \_\_\_\_\_
4. What is generally indicated on the name placard other than the name? Table #
5. The Protein on a plate is typically served at what hour on the clock? 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Advise the Head Service Manager