

# Noel Medina

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## Education

Citrus High School – Fontana, California  
2014  
Pasadena City College – Pasadena, California

## Objective

Highly motivated and energetic person looking for a position where excellent customer care skills expertise will be fully utilized to provide a perfect experience to the customers. Patient and empathetic with extensive background in conflict resolution and customer care.

## Experience

### AMC Dine-in Theatre

- Excellent customer service skills, constantly working to meet customers' needs and sharing great communication with coworkers.
- During holidays and certain times of the year i had to adapt to work in a fast paced environment in the most efficient way by working registers, greeting customers, guest services, concession stand making food, and also running food trays if customers ordered from our dine in section. We also had coffee and juices so occasionally i did some barista work.
- Cleanliness is very important at AMC i had to achieve it all in a short amount of time before the next show started. I swept, wiped and sanitized seats and tables, in the Dine-in side i had reset with new menus and silverware.

### Just Right Packages / Call Center Representative

- A strong commitment to customer service, with the ability to build productive relationships, resolve complex issues considering I also have to attend to inmate's/patients.
- I can work in fast paced environments, have an excellent phone manner, and can deal with variety of customer questions and concerns.
- Provided technical and analytical support at the call center.
- Proficient in MS excel, word and various database management applications.
- Proven ability to learn and operate software applications quickly.
- Strategic-relationship/partnership building listened attentively and solved problems.

### Fairplex / Customer Service

- Great customer service skills, welcoming every customer with great manners to the Fairplex.



- Communicated with vendors regarding move in / move out dates and times, special deliveries, and access to the Fairplex.
- Developed reputation as an efficient service provider with high levels of accuracy.
- Always maintained a positive attitude especially during big events with hectic crowds.
- Kept up with the pace during busy hours.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Able to work as a team with coworkers to make the work environment more enjoyable and also for the customers.

### **West End Animal Shelter / Volunteer**

- Care taking of animals and kennels.
- Kept inventory of leashes/collars and animal food.
- Maintained animals and kennels sanitary.

### **Skills**

- |                                    |  |
|------------------------------------|--|
| • Bilingual in Spanish and English | • Self-motivated                       |
| • Great Customer service skills    | • Proficient in cash management skills |
| • People-oriented                  | • Strong verbal communication          |
| • Approachable                     | • Highly motivated                     |
| • Credit card processing           | • Trusted key holder                   |
| • Can adapt to any environment     | • Extremely organized                  |
| • Social                           | • Honest                               |
| • Hard worker                      | • Quick learner                        |
| • Responsible                      |  |





THE SERVICE  
COMPANIES

SERVICE. ABOVE ALL

Name Noel Medina

## Servers Test

Score 20 / 35

### Multiple Choice

5  
86%

- 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
- b 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

- |                          |   |
|--------------------------|---|
| <u>D</u> Scullery        | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</u> Queen Mary      | <u>B</u> 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   | <u>C</u> Used to hold a large tray on the dining floor  |
| <u>B</u> French Passing  | <u>D</u> Area for dirty dishware and glasses  |
| <u>G</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>F</u> Corkscrew       | <u>H</u> Used to open bottles of wine   |
| <u>C</u> Tray Jack       | <u>G</u> Style of dining in which the courses come out one at a time  |



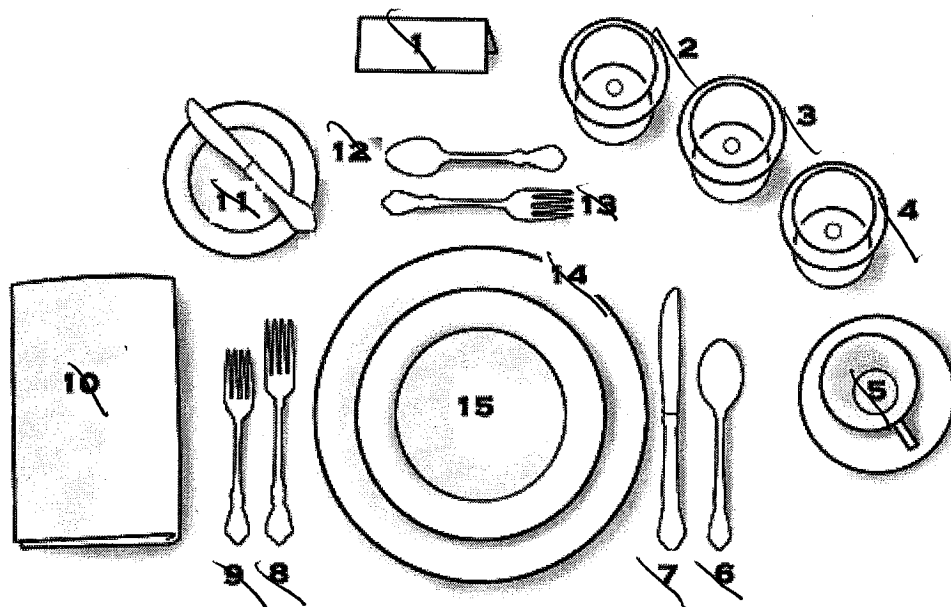
THE SERVICE  
COMPANIES

SERVICE. ABOVE ALL

Name \_\_\_\_\_

## Servers Test

Score / 35



### Match the Number to the Correct Vocabulary

<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</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</u>	Wine Glass (White)
<u>4</u>	Water Glass		

### Fill in the Blank

- The utensils are placed 2 (1) inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? plate coffee & cream
- Synchronized service is when: everything is done organized and in order
- What is generally indicated on the name placard other than the name? profession
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
ask if they have any allergies. take information to cooks.