

# COURTNEY ODU

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## Professional Summary

Motivated server with 3 years of experience successfully serving customers in busy, fast paced restaurants. Offering in-depth knowledge of craft beers and wine. Recognized for significantly increasing guest check averages by promoting appetizers, specialty items and wine selections. Goal-oriented trainer with expertise working at busy restaurants and cafes. Offering exemplary customer service and payment handling skills. Capable of training new team members and diffusing irate customers and situations. Available 30 hours per week, including weekends and holidays.

## Skills

- Cash handling
- Customer service and assistance
- Able to stand for 12 hours
- Motivated team player
- Retail sales
- Stocking
- Able to stand for 12 hours
- Positive and friendly
- Credit card transactions

## Work History

### Skilled Trainer, 01/2018 to Current

Cracker Barrel Old Country Store Inc – Victorville, CA

- Cross-trained existing employees in order to maximize team performance.
- Demonstrated new products, procedures and techniques to employees.
- Refilled and rotated items on shelves to maintain well-stocked inventory.
- Assisted in cashiering and Point of Sale (POS) system procedures during busy hours.
- Maintain clean, neat and properly stocked check stand area.
- Set dining tables according to type of event and service standards.

### Associate, 06/2015 to 10/2017

99 Cents Only Stores Llc – Applevalley, CA

- Educated new hires on company policies and procedures by designing and developing a training program.
- Maximized customer interactions by promptly identifying their needs and wants.



- Ensured daily sales goals were met by mentoring and coaching other team members.
- Maintained a friendly and customer-focused shopping platform.
- Ensured continuous provision of service excellence and customer satisfaction.
- Handled all customer relations issues in a gracious manner and in accordance with company policies.
- Alerted customers to upcoming sales events and promotions.

**Server**, 03/2012 to 08/2014

**Applebees** – Rancho Mirage, CA

- Loaded trays with accessories, including eating utensils, napkins and condiments.
- Promoted items on beverage lists and restaurant specials.
- Delivered quality service by providing a warm and welcoming environment.
- Monitored food distribution, verified guidelines for special diets and delivered meals to recipients quickly
- Moved and arranged tables, chairs and place settings and organized seating for groups with special needs.
- Bussed, cleared, cleaned and set tables in quiet and efficient manner.
- Maintained clean and presentable tables with tableware, spotless glassware, silverware and linens.

**Customer Service Representative**, 10/2013 to 03/2014

**Ampm** – Riverside, CA

- Maintained a clean and orderly station.
- Cleaned up gas and other spills.
- Checked customer identification for alcohol, cigarette, and lottery sales.
- Maintained established merchandising standards, including window, sales floor and promotional displays.
- Priced merchandise, stocked shelves and took inventory of supplies.

## **Education**

**Diploma**: Diploma, 2011

**Vista Del Lago High School** - Moreno Valley, CA

## **Accomplishments**

- Employee of the month
- Hardworking certificate
- Best smile award

## **Additional Information**



## Servers Test

Name Courtney Odly

Score 80/35

### 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

c 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

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

5 86%

### 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

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

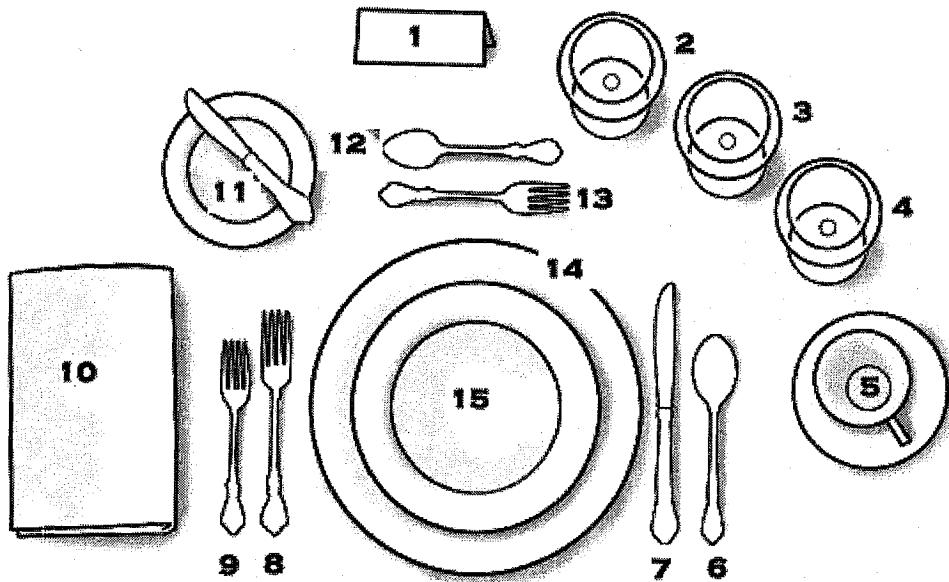
F Corkscrew

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



A

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

1. The utensils are placed 8 inches inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Creamer, Sugar, Spoon, Stirrer
3. Synchronized service is when: You get your Soup or Salad and dinner and dessert separate
4. What is generally indicated on the name placard other than the name? Wine
5. The Protein on a plate is typically served at what hour on the clock? 6<sup>th</sup>
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Notify the manager and have them bring the menu.