

Renisha moore

Woodland Hills, CA
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Authorized to work in the US for any employer

Work Experience

Catering server

Total Success Staffing - Redondo Beach, CA
August 2018 to Present

- Anticipates the needs of the guests and responds politely to their requests.
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- Sets up for events, carry trays, serve guests, and clean up at the event's conclusion. Set up includes putting out tablecloths and place settings, arranging table placement and putting up a buffet.
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- Arrive prepared in a clean crisp uniform to the event venue.
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- Able to communicate and follow directions efficiently.

Server

KINGS FISH HOUSE - Calabasas, CA
September 2018 to June 2019

- Assist guests during their dining experience and possess great guest relations skills.
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- Work positively in a fast-paced environment while remaining calm and providing exceptional service.
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- Provide Excellent verbal communication and interpersonal skills to each guest and table.
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- Process and manage cash and credit card transactions.
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- Stay updated on current menu choices, specialties, and menu deviations. Monitor inventory to ensure kitchen is fully stocked at all times.
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- Maintain proper dining experience by delivering items, fulfilling customer needs, offering desserts and drinks, removing courses, replenishing utensils, and refilling glasses.

Server

Chili's - West Hills, CA
April 2018 to July 2018

- Work positively in a fast-paced environment while remaining calm and providing exceptional service.
- Provide Excellent verbal communication and interpersonal skills to each guest and table.

- Process and manage cash and credit card transactions.
- Stay updated on current menu choices, specialties, and menu deviations. Monitor inventory to ensure kitchen is fully stocked at all times.
- Maintain proper dining experience by delivering items, fulfilling customer needs, offering desserts and drinks, removing courses, replenishing utensils, and refilling glassware.

Server

The Cheesecake Factory - Woodland Hills, CA
November 2013 to June 2017

- Assist guests before, during and after their dining experience and possess great guest relations skills.
- Work positively in a fast-paced environment while remaining calm and providing exceptional service.
- Provide Excellent verbal communication and interpersonal skills to each guest and table.
- Process and manage cash and credit card transactions.
- Stay updated on current menu choices, specialties, and menu deviations. Monitor inventory to ensure kitchen is fully stocked at all times.
- Maintain proper dining experience by delivering items, fulfilling customer needs, offering desserts and drinks, removing courses, replenishing utensils, and refilling glasses.

Transportation Security Officer

Transportation Security Administration - Burbank, CA
June 2012 to March 2013

- Operating various screening equipment and technology to identify dangerous objects in baggage, cargo and on passengers, and preventing those objects from being transported onto aircraft.
- Performing searches and screening, which may include physical interaction with passengers (e.g., pat-downs, search of property, etc.), conducting bag searches and lifting/carrying bags, bins, and property weighing up to 70lbs.
- Controlling terminal entry and exit points.
- Interacting with the public, giving directions and responding to inquiries.
- Maintaining focus and awareness while working in a stressful environment which includes noise from alarms, machinery and people, crowd distractions, time pressure, and disruptive and angry passengers, in order to preserve the professional ability to identify and locate potentially life threatening or mass destruction devices, and to make effective decisions in both crisis and routine situations.
- Engaging in continuous development of critical thinking skills, necessary to mitigate actual and potential security threats, by identifying, evaluating, and applying appropriate situational options and approaches. This may include application of risk-based security screening protocols that vary based on program requirements.
- Retaining and implementing knowledge of all applicable Standard Operating Procedures, demonstrating responsible and dependable behavior, and is open to change and adapts to new information or unexpected obstacles.

Macy's Sales Associate

Macy's (Clinique Counter) - Canoga Park, CA
January 2009 to June 2012

- Demonstrates effective Magic Selling Behaviors to meet or exceed sales, customer service and Loyalty program standards set by the company

- Acknowledges customers in a friendly and helpful manner upon entry into the area
- Handles all returns courteously and professionally
- Uses clientele program to maintain customer profile and contact information to increase personal sales
- Ensures proper presentation, organization, storing, and replenishment of stock

Education

High school

Taft High School - Winnetka, CA
August 2002 to June 2006

Skills

- Microsoft office, Excel, PowerPoint (3 years)
- Waitress
- Restaurant Server
- server

Certifications and Licenses

Food Handler



THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name Renisha Moore

Servers Test

Score 25 / 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
- 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 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

25
25/35

Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</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>A</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 |



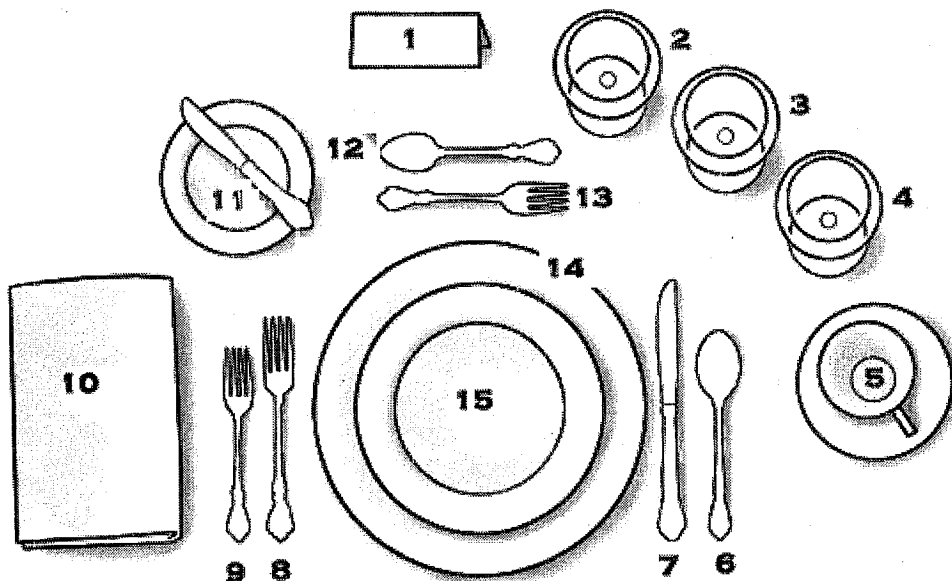
THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

- | | | | |
|-----------|-----------------------|-----------|------------------------------|
| <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 ONE inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? CREAMER & SUGAR
- Synchronized service is when: Each Server comes out at the same time & each guest gets served
- What is generally indicated on the name placard other than the name? NAME OF THE EVENT
- The Protein on a plate is typically served at what hour on the clock? 12 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

TELL YOUR CAPTAIN ~~AND/OR~~ SO THEY CAN INFORM THE EXPEDITOR

at the exact same time