

SIMUEL STEVENSON

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I'm seeking for a full-time challenging and rewarding position to enhance my current skills, as well as develop new skills that will allow me to grow within their company. I've grown into a dynamic sales strategist with over 8 years of achievement and demonstrated success driving sales growth. I've exemplified impressive sales leadership in highly competitive markets. I'm a great team player and I know how to create innovative solutions to any problem I encounter. I look forward to integrating my diversified skill set with your organization, in hopes of creating a more dynamic team to effectively grow your company.

EXPERIENCE

JANUARY 2019-CURRENT

PHONE OPERATOR/CUSTOMER SERVICE, DHERBS LOS ANGELES, CA

Answered phone calls and return missed calls or voicemails left by customers. Responsible for ensuring accurate information was documented and relayed to shipping department. Quality assurance control. Maintained high level of professionalism and efficiency when placing customer cold calls. Effectively answered over 100 calls per day.

AUGUST 2018 – OCTOBER 2018

PAPER MACHINE OPERATOR, PABCO BUILDING PRODUCTS VERNON, CA

Worked in a fast-paced, high pressure environment being able to work as a team and follow instructions. Responsible for conducting daily inspections on assigned equipment before operating forklifts to pick up bales weighing 5000 lbs. or more. Completed other duties as assigned.

JANUARY 2018 – MAY 2018

WAREHOUSE ASSOCIATE, PRG LIGHTING

Installation of writings and electrical appliances for shows such as Coachella, Grammys, Emmys, Jimmy Kimmel Show, various artists for their concerts and tours. Communicated closely with clients, project managers and coworkers to provide solutions for project statuses.

OCTOBER 2015 – DECEMBER 2017

CALL CENTER MANAGER, FAMILY PRACTICE OF ATLANTA - DECATUR, GA

Responsible for all inbound and outbound calls. Demonstrated excellent leadership skills while delegating appropriate job duties. Created a pleasant and efficient work environment. Handled patient inquiries and disputes with professionalism. Performed quarterly customer service assessments for call center employees to ensure calls were handled correctly and followed protocol. Handled high volume scheduling for 3 physicians.

JANUARY 2015 – JULY 2015

SALES ASSOCIATE, BUDGET MOBILE

Demonstrated excellent customer service skills. Incorporated IMPACT Sales and was able to sell between 20-25 phones per day. Communicated well with Spanish speaking people.

JUNE 2012 – MARCH 2014

SALES REPRESENTATIVE, VERIZON WIRELESS - ATLANTA, GA

Exceeded store targets and goals. Promoted from "Level C" store to "Level B" store. Accommodated customers with extraordinary personalized assistance. Informed guests on product processes for efficient product and solution usage. Completed daily business operations and process customer transactions.

JANUARY 2006 – NOVEMBER 2014

CONSTRUCTION LABORER, ASKJON BUILDERS - ATLANTA, GA

Assisted in building properties for residential, business, and construction sites. Performed a variety of tasks involving strenuous manual labor in construction projects. Operated machinery such as pavement breakers, jackhammers, and earth tampers. Received promotion within 3 months of working.

EDUCATION

GEORGIA STATE UNIVERSITY – ATLANTA, GA

SKILLS

- Communication
- Multitasking
- Initiative and problem-solving abilities
- Flexible
- Dependable & Reliable
- Medium Competency Spanish
- Territory Growth & Development
- Technical Skills
- IMPACT Sales
- Sales

CERTIFICATIONS

- Forklift Certified



THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name Simuel Stevenson

Servers Test

Score 28 / 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

-10

70/

Match the Correct Vocabulary

D Scullery

G Queen Mary

A Chaffing Dish

C French Passing

B Russian Service

F Corkscrew

E 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



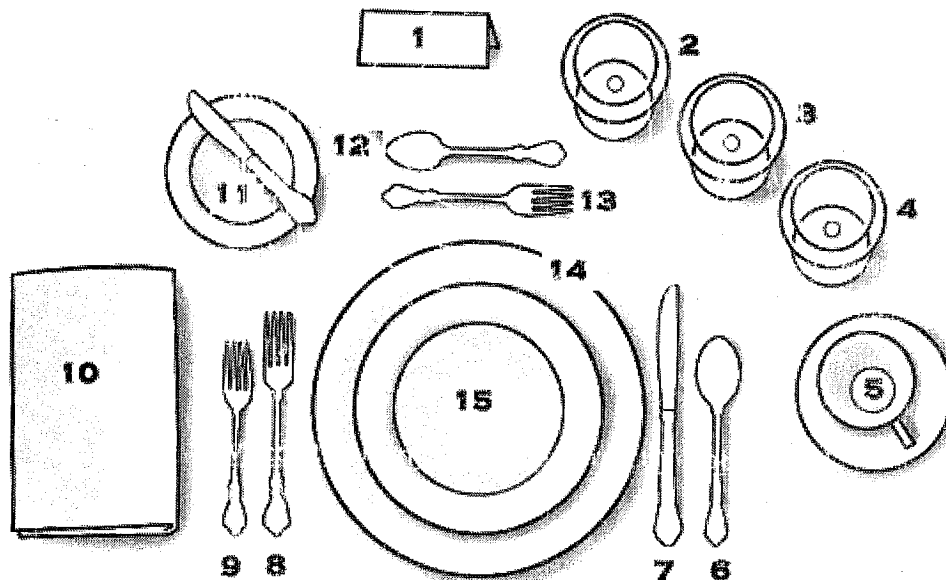
THE SERVICE
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Score / 35



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 8 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Bread, creamer, sugar
- Synchronized service is when: The service is given in a specific time arrangement
- What is generally indicated on the name placard other than the name? What you are eating
- The Protein on a plate is typically served at what hour on the clock? 11
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Let the cook know and ask manager if we are able to make it.



C

1) After washing your hands, which item should be used to dry them?

- a) Clean apron
- b) Sanitized wiping cloth
- c) Single use paper towel
- d) Common used cloth

C

2) While washing dishes by hand, which item should you wear?

- a) Cutting glove
- b) Oven Mitt
- c) Rubber glove
- d) Nothing

D

3) When should you wash your hands?

- a) Before you start work
- b) After handling non-food items (garbage, money, cleaning chemicals)
- c) After using the restroom
- d) All of the above

A

4) If you need to move a heavy load, you should PULL and not PUSH the object.

- a) True
- b) False

E

5) Which of the following could you be at risk for getting burned from?

- a) Steam from boiling pots
- b) Hot liquids (coffee, soup, tea)
- c) Hot equipment (ovens, pots, chaffing dishes)
- d) Harsh chemicals
- e) All of the above

A

6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.

- a) True
- b) False

C

7) What should you do if you spill liquids or see a liquid spill?

- a) Leave it for someone else to clean-up
- b) Wait until the end of your shift to clean it
- c) Flag the spill and clean it immediately
- d) Not sure

C

8) When handling hot items you should?

- a) Wear rubber gloves
- b) No need to wear anything
- c) Use an oven mitt or dry cloth towel
- d) Nothing

A

9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?

- a) Rinsing
- b) Scraping
- c) Washing
- d) Sanitizing

C

10) What is the proper method for cleaning and sanitizing stationary equipment?

- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
- b) Spray with a sanitizing solution, then rinse with clean water and dry
- c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
- d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution

