

# Tarese Douglas

## **Sales Associate - UNIQLO**

Los Angeles, CA 90047

tarese4\_m9r@indeedemail.com

(323) 371-7729

## **Work Experience**

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### **Seasonal Support Associate**

Bloomingdale's - Los Angeles, CA

October 2019 to Present

- Place sensors on goods according to standards
- Hang or fold merchandise and place on racks to be taken to the selling floor
- Collect cardboard boxes and trash and discard in the appropriate compacting receptacle
- Complete all processing activities in accordance with productivity standards timelines
- Assist the Merchandise Team in the movement of fixtures and merchandise for new product, season changes, and clearance sets.
- Assist in replenishment of stock onto the sales floor
- Assist in inventory and markdown processes
- Responsible for customer carryout and special deliveries
- Participate in stockroom maintenance, organization, and housekeeping
- Process damages, transfers, and return to vendor merchandise
- Maintain high customer readiness standards by delivering a clean, neat, easy to shop store environment

### **Freelance Photographer, Independent Contractor**

Self employed - Los Angeles, CA

May 2011 to Present

Provide photography services per client request. Confer with client on services desired and quote price for service. Book appointments, schedule studio time or determine location for shoot and equipment needed. Shoot digital photography, edit photos using light room and enhance or retouch to obtain desired results. Communicate with clients via phone or email regarding process. Print or email digital photos to client for review to select desired images.

### **Sales Associate**

UNIQLO - Los Angeles, CA

October 2018 to June 2019

Meet and exceed sales goals by providing excellent customer service. Maintain brand and operational standards by maintaining cleanliness of store. Act as fitting room host when required checking in guest and numbered items. Providing product knowledge and style advice to guest to generate profit on promotional and top selling items. Complete customer transactions kindly and efficiently handling cash and card. Process shipment and manage back of house. Assist management to identify and resolve issues in the store. Follow all company procedures and notify about any possible infractions. Assist managers in layout changes and other special projects as assigned.

**Peer Educator**

SEE-LA - Los Angeles, CA

August 2015 to April 2016

Assisted with community outreach to promote organization's objective to build sustainable food systems and promote social and cultural activities to benefit the local community. Conducted presentations on maintaining a healthy life style using a food and nutrition based curriculum. Prepared food and beverages for samples to demonstrate ease and convenience of preparation. Maintained interest list consisting of participants' phone numbers and emails to follow up with information as requested. Ensured cooking equipment or utensils used were clean and sanitized. Conducted inventory control and ordered supplies as needed.

**Teacher's Assistant**

Locke Early Education Center - Los Angeles, CA

February 2010 to March 2016

Assisted teacher with implementing curriculum and classroom management. Provided group or one to one instruction to ensure students understood concepts. Monitored and provided instruction on using equipment or materials to prevent injury. Prepared and served breakfast, lunch and snacks. Monitored students during recess or lunch breaks and notified teaching or administrative staff of injuries, behavioral concerns or issues. Ensured classroom was clean and organized.

**Intern Clerical Assistant**

Locke Early Education Center - Los Angeles, CA

February 2010 to May 2013

Greeted customers, answered questions and provided information on agency services or programs. Answered phones, provided information, scheduled or confirmed appointments, transferred calls to appropriate person or took accurate messages. Assisted staff in community outreach to promote organization's programs and services. Used Excel to create spreadsheets for programs or services data results. Copied, faxed and filed documents or records following confidentiality procedures.

**Education**

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**Certificate**

Pacific Bartending School - Los Angeles, CA

**High School Diploma**

Youth Opportunities Unlimited High School - Los Angeles, CA

**Skills**

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- Microsoft Word
- Photography
- Sales
- Customer Service
- Receptionist
- Adobe
- Marketing

- Cash Handling
- Customer Service Skills
- fast learner
- Communications

## Certifications and Licenses

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### **CPR/First Aid**

June 2019 to Present

## Additional Information

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- Excellent customer service
- Effective communication skills
- Able to provide effective resolutions to problems or concerns
- Displays a positive and professional attitude
- Works well independently or in team setting
- Quickly learns and adapts to new concepts
- Works well under time constraints, able to meet deadlines
- Knowledge of health and safety standards for food service
- Knowledge of general office procedures
- Computer navigation skills - Microsoft: Excel, Word, PowerPoint, types 40 WPM
- Will provide punctual and consistent attendance





THE SERVICE  
COMPANIES

SERVICE. ABOVE ALL

Name Tarese Douglas

## Servers Test

Score 34 / 35

### Multiple Choice

-1 (97%)

- 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
- a 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

### 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>B</u> French Passing  | D. Area for dirty dishware and glasses  |
| <u>G</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  |



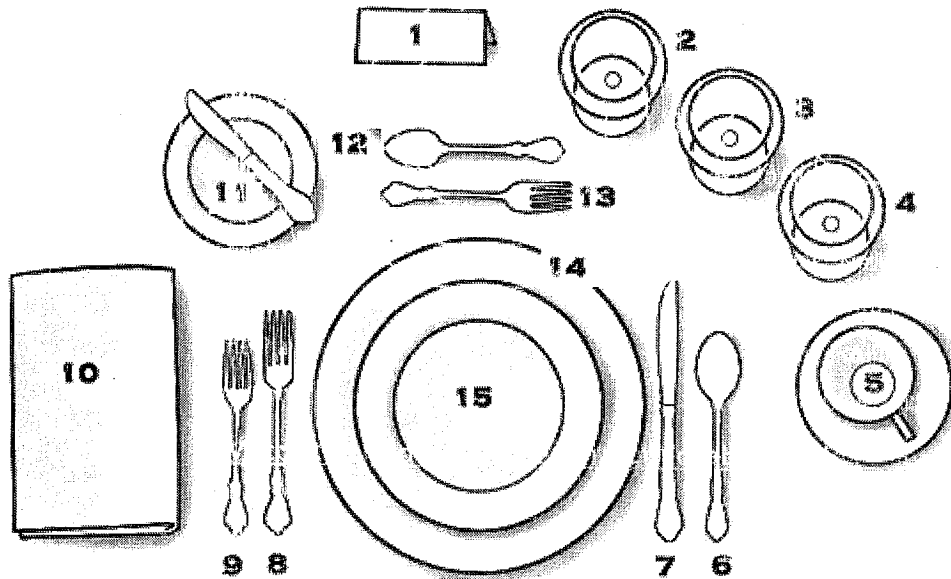
**THE SERVICE  
COMPANIES**

SERVICE. ABOVE ALL

Name Tarese Douglas

## Servers Test

Score /35



### Match the Number to the Correct Vocabulary

- |           |                       |           |                              |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin                | <u>6</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 thumb 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? dessert/sugar cream
- Synchronized service is when: work in groups on one accord
- What is generally indicated on the name placard other than the name? number for table
- The Protein on a plate is typically served at what hour on the clock? 7pm (6)
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
provide ~~very~~ required options / report to Kitchen



**Multiple Choice** (6 points)

- a 1) Carbonation \_\_\_\_\_ the rate of intoxication.
- a) Slows down
  - b) Speeds up
  - c) Does nothing to
- b 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
- b 3) You can accept an expired ID as long as all other information is correct.
- a) True
  - b) False
- a 4) If someone has had too much to drink, serving them coffee will help sober them up.
- a) True
  - b) False
- d 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
- b 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)

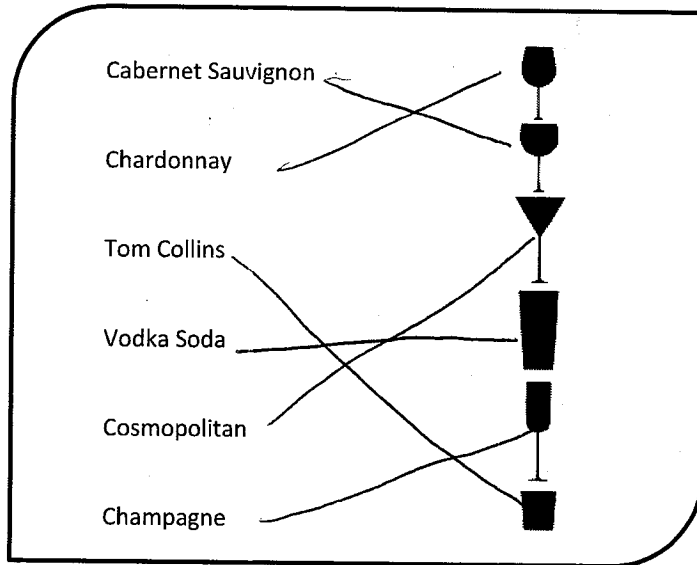
Match the word to its definition

- |                        |  |
|------------------------|--|
| <u>i</u> "Straight Up" | <u>a</u> ) Used to crush fruits and herbs for craft cocktail making                                      |
| <u>f</u> Shaker Tin    | <u>b</u> ) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>c</u> "Neat"        | <u>c</u> ) To serve chilled liquor in a chilled stemmed cocktail glass with no ice                       |
| <u>a</u> Muddler       | <u>d</u> ) To pour 1/2 oz of a liquor on top   |
| <u>b</u> Strainer      | <u>e</u> ) Used to measure the alcohol and mixer for a drink   |
| <u>e</u> Jigger        | <u>f</u> ) Used to mix cocktails along with a pint glass and ice   |
| <u>g</u> Bar Mat       | <u>g</u> ) Used on the bar top to gather spills  |
| <u>d</u> "Float"       | <u>h</u> ) Requesting a separate glass of another drink  |
| <u>h</u> "Back"        | <u>i</u> ) Means to serve spirit room temperature in a rocks glass with no ice                           |



**Glassware** (6 points)

Match the correct glass to the drink



**Answer and Question** (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points):

Patron, Greygoose, Titos

What are the ingredients in a Manhattan?

whiskey, sweetred bitters

What are the ingredients in a Cosmopolitan?

vodka, cranberry, limejuice

What are the ingredients in a Long Island Iced Tea?

vodka, rum, gin, tequila, lemon juice

What makes a margarita a "Cadillac"?

grand marnier instead of triple sec

What is simple syrup?

sugar and water

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

No

marrying bottles

What should you do if you break a glass in the ice?

dump the ice

When is it OK to have an alcoholic beverage while working?

never

What does it mean when a customer orders their cocktail "dirty"?

olive juice added

What are the ingredients in a Margarita?

tequila, sweet+sour, lime juice, triple sec