

Kevin Hines

Atlanta, GA
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(240) 398-6521

10/14/19

SUMMARY: Profoundly Talented And Resourceful Individual With Over 10 Years Of Experience In Retail & Customer Service.

SUMMARY OF QUALIFICATIONS:

Strong Knowledge Of The Surrounding Area And All Recreational, Hospitality And Business Related Information. Excellent Interpersonal Skills And Abilities. Outstanding Customer Service Skills And Great Ability To Understand Customers' Needs. Strong Decision Making Ability. Possess Excellent Organizational, Communication And Selling Skills. Greatly Technically Proficient With Computer Skills. Exceptional Ability To Learn And Work On Multiple Systems. In-Depth Ability To Follow Instructions And Establish Procedures. Profound Ability To Be Proactively Accessible And Responsive To All Customers, Using A Variety Of Methods, Including Physical Availability On The Floor, Bulletin Boards, And Demonstrations. Superior Spelling Skills, And Ability To Perform Simple Math Operations (Addition, Subtraction, Multiplication, And Division). Experience In An Apparel, Shoe, Or Apparel Accessories Department / Store With Knowledge Of Apparel, Shoes, And Apparel Accessories. Answers Questions And Assists With Customer Purchases. Point Of Sale Experience With Consistent Customer Interaction. Processes Customer Sales Transactions And All Types Of Payment By Operating Cash Register And All Applicable Equipment.

Work Experience

Lounge Attendant/Service Ambassador

Delta Sky Club - Atlanta, GA
March 2019 to Present

- *Greeted And Sometimes Seats Guests
- *Cleans And Sanitizes Workstations And Equipment And Assists In Clearing And Resetting Tables
- *May Assist Others In The Preparation Of Foods And Properly Store Food
- *May Operate Dishwasher Or Assist With Washing Dishes, Glassware, Silverware, Utensils, Pots And Pans
- *May Assist With Stocking Food Inventory
- *Attends All Allergy And Foodborne Illness In-Service Training
- *Complies With All Sodexo HACCP Policies And Procedures
- *Reports All Accidents And Injuries In A Timely Manner
- *Complies With All Company Safety And Risk Management Policies And Procedures
- *Participates In Regular Safety Meetings, Safety Training And Hazard Assessments
- *Attends Training Programs (Classroom And Virtual) As Designated

Retail Sales/Electronics Associate

InMotion Entertainment - Atlanta, GA
July 2018 to February 2019

*Assisting Passengers "Customers" With Their Headphones/Accessory Needs







High school or equivalent
Towers High School - Decatur, GA
1998 to 2002

Name _____








Servers Test _____

Score /31

Multiple Choice

- 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
- 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
- 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
- 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
- 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
- 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

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