

TRACEY A R HARRIS

373 W Lake Ave NW

Atlanta GA 30313-8123

(harristracey320@gmail.com)

443-572-2597

✓
Thurs @ 10:30^{am}
2/27

QUALIFICATIONS

Washed dishes, polished glassware, set-tables. Disassembled, cleaned, and reassembled commercial broiler. Bused tables. Stocked condiments. Made sandwiches, operated commercial fryer, prepared trays and delivered room service. Familiar with Safe Serve. Punctual. Follow instructions. Able to learn new processes. Will work overtime to meet goals.

Honorable - Veteran USAF

EXPERIENCE

FOOD ASSEMBLY LSG Sky Chefs Linthicum MD

Sep 2019

- Prepped variety of lettuces, tomatoes, herbs, and other fruits and vegetables per specification
- Assembled buy-on-board menus: fruit and cheese trays, wraps, lunch and breakfast sandwiches
- Maintained temperature log; affixed allergen labels; followed first-in, first-out rotation

CAREGIVER Family Member, Baltimore MD

Jan 2019 - Aug 2019

- Prepared meals, cleaned and sanitized kitchen, restroom, and common areas

WAREHOUSE LABORER Amazon Sortation Center, Hanover MD

Sep 2018 - Nov 2018

- Staged carry-all bags on carts throughout the 157,000 square foot warehouse

INVENTORY CONTROL TECH Biltmore Staffing, Baltimore MD

Jan 2018 – Apr 2018

- Processed daily billing within 2 hours of arrival for up to 500K pounds of product

FOOD SERVICE WORKER (Volunteer) Martha's Table, Washington D.C.

Dec 2017

- Restocked canned goods, produce, and dry goods as needed

LABORER TMD Staffing, Brooklyn MD

Jan 2017 – Jul 2017

- Assembled, with a team, large sales fixtures

ELECTION JUDGE Prince George's County Board of Elections, Largo MD

Apr/ Nov 2016

- Maintained positive control of accountable materials

DRIVER UBER, Forestville MD

Jan 2016 – Jun 2016

- Transported passengers during day and evening and in all weather conditions

ADMINISTRATOR (Volunteer) Action Chapel City of Truth, Silver Spring MD

Sep 2015 – Feb 2016

- Prepared bank deposit slips; cash, and checks

COMMERICAL TRANSPORTATION OPERATOR First Transit, Capitol Heights MD

Feb 2015 – Jun 2015

- Completed equipment inspections

SERVER Filibuster, Washington D.C.

March 2000

- Washed dishes, polished glassware, set tables, served customers.

TOOLS

high-temperature warmer
microwave oven
knives
commercial meat slicer
Class C Motor Vehicle License

commercial dishwasher
cash register
hand-truck
Personal computer

cleaning/sanitizing supplies
merchandise scanner
tape gun
Microsoft Office

safety equipment
pallet jack
box-cutter

EDUCATION

High School Graduate

Towson Senior High School

1979

Name: Tracy Harris

2/27/20

Score /14

Housekeeping Test

11

1. During which of the following situation(s) should you wear gloves?

- a) When handling disinfectant solutions
- b) When cleaning guest rooms
- c) When handling soiled linen
- d) When handling or disposing of waste
- e) All of the above

2. Which of the following should be cleaned daily?

- a) Chairs, lamps, and tables
- b) Tabletops, bed, and handrails
- c) Grab bars, light, tops of doors and counters
- d) Floors, sinks, toilets, and latrines
- e) All of the above

3. True or False: You do not need to use a separate cloth for cleaning bathrooms. yes

4. True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.

5. Should the following be cleaned daily or weekly? Circle one.

- a) Floors Daily/ Weekly
- b) Toilets and latrines Daily/ Weekly
- c) Carpets in guest rooms Daily/ Weekly
- d) Carpets in offices Daily/ Weekly
- e) Soiled linen Daily/ Weekly

6. The best way to clean the floors:

- a) Scrubbing
- b) Dry sweeping and dusting
- c) Sweeping, mopping and dusting
- d) Wet mopping

7. What should 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 up immediately
- d) Not sure

8. The proper procedure for cleaning spills of blood and other body fluids is:

- a) Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
- b) Find the janitor on- duty and ask him to clean it up
- c) Grab whatever is closest and wipe up immediately, then mark "Biohazard"
- d) Nothing

9. What do you do if you encounter with bed bugs in a guest room?

Close room & notify supervisor

10. What do you do if you find Lost and Found items in a guest rooms?

Turn into supervisor

11. Describe the difference between a disinfectant and a cleaning solution?

Disinfectant - neutralizes germs

Cleaning - Removes dirt, grime, dust.



THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name Tracy Harris

Score / 35

Servers Test

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 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

Match the Correct Vocabulary

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



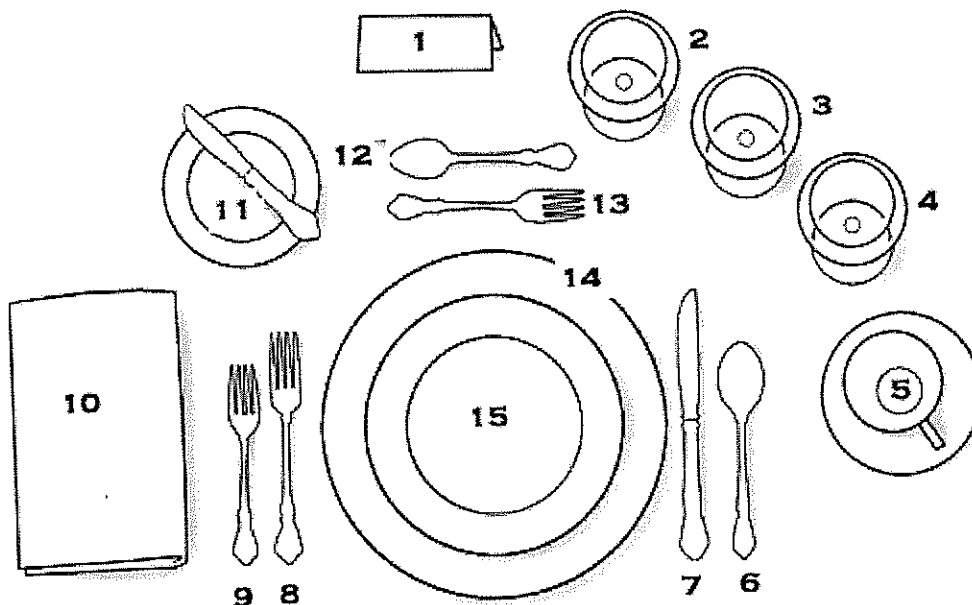
THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name Tracey Harris

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

1. The utensils are placed 1 1/2" inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream, sugar
3. Synchronized service is when: all guest served simultaneously
4. What is generally indicated on the name placard other than the name? table number meal choice
5. The Protein on a plate is typically served at what hour on the clock? 2:00 6 p.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Notify chef/cook