

Logan Ralston

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Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Busser / Dishwasher

Crackr Barrel

June 2019 to November 2019

- Cleaned dishes and used commercial cleaning equipment, such as dishwashers and industry grade dryers. Returned utensils to proper storing area once cleaned to different areas of the kitchen.
- Stocked shelves with food items and helped with making sure cooks had food supplies during shift or for the oncoming shift by stocking refrigerators and freezers.
- Carried heavy loads of dishes to cooking area to make sure cooks had the proper amount of plates and other eating utensils to supply orders.
- Bussed tables in dining area and carried them back to the dishwashing room.

Patient Experience Interviewer

Wilkins Research Services, LLC - Chattanooga, TN

January 2019 to June 2019

- Outbound call center to patients that have received healthcare in the U.S. to determine care received.
- Results were used to determine which healthcare facilities should be active in various states and followed strict HIPAA guidelines.
- Surveyed questions and recorded answers in company database. Attention to detail and accuracy were crucial to performing job.
- Fast-paced environment with daily goals set to achieve. Weekly reviewed to assess performance. Typed over 60 WPM consistently.

Service Activation Coordinator (Full-Time)

Windstream Communications - Dalton, GA

January 2018 to December 2018

- High volume call center, received calls from field technicians to activate internet and telephone services.

- Consistent use of Microsoft Excel to check and edit customer billing information, installation times, and other data crucial to having customer's services active.
- Programmed in the switches 5ESS, MetaSwitch, DMS10, DMS100, and EWSD. Also used M6 Database for internet services and to assign customers IP addresses and to the proper DNS.
- Made detailed logs about each call received or placed to technicians and customers.

Service Activation Coordinator (Temp)

Impellam North America - Dalton, GA
March 2017 to December 2017

- High volume call center, received calls from field technicians to activate internet and telephone services.
- Consistent use of Microsoft Excel to check and edit customer billing information, installation times, and other data crucial to having customer's services active.
- Programmed in the switches 5ESS, MetaSwitch, DMS10, DMS100, and EWSD. Also used M6 Database for internet services and to assign customers IP addresses and to the proper DNS.
- Made detailed logs about each call received or placed to technicians and customers.

Retention Specialist / Sales

Convergys - Chattanooga, TN
June 2016 to January 2017

- Assessed customers complaints to AT&T and resolved them to keep customer base strong.
- Reviewed bills for customers to ensure proper service was being received, and to also inquire about bills being payed on time.
- Worked in a team environment with incentive to compete for bonuses and sales.
- Had weekly sale goals for products such as HBO and Showtime that were to be met and directed by the sales manager.

Patient Experience Interviewer

HealthStream - Nashville, TN
September 2015 to May 2016

- Made outbound calls to patients that had received care in various healthcare centers in the U.S.
- Attention to detail and accuracy of information recorded was required as information was used to determine what healthcare centers should be actively providing care.
- Individual goals were set to how many patients were to be recorded daily and was involved in a team environment.

Education

Bachelor's (Incomplete) in Computer Science

Dalton State College - Dalton, GA

September 2013 to March 2015

Diploma

Ringgold High School - Ringgold, GA

2009 to 2013

Skills

- Customer Service, Call Center, Busser, Cook, Dishwasher, Warehouse, Retention, Excel, Data Entry (5 years)

Certifications and Licenses

Driver's License



**THE SERVICE
COMPANIES**

SERVICE. ABOVE ALL

Name Logan Ralston

Servers Test

Score 29/35

Multiple Choice

6
83%

- 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

- D Scullery
- E ~~Queen Mary~~
- A Chaffing Dish
- B French Passing
- G Russian Service
- F Corkscrew
- C Tray Jack

- ☒ 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)
- ☒ Used to hold a large tray on the dining floor
- ☒ Area for dirty dishware and glasses
- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- ☒ Used to open bottles of wine
- G. Style of dining in which the courses come out one at a time



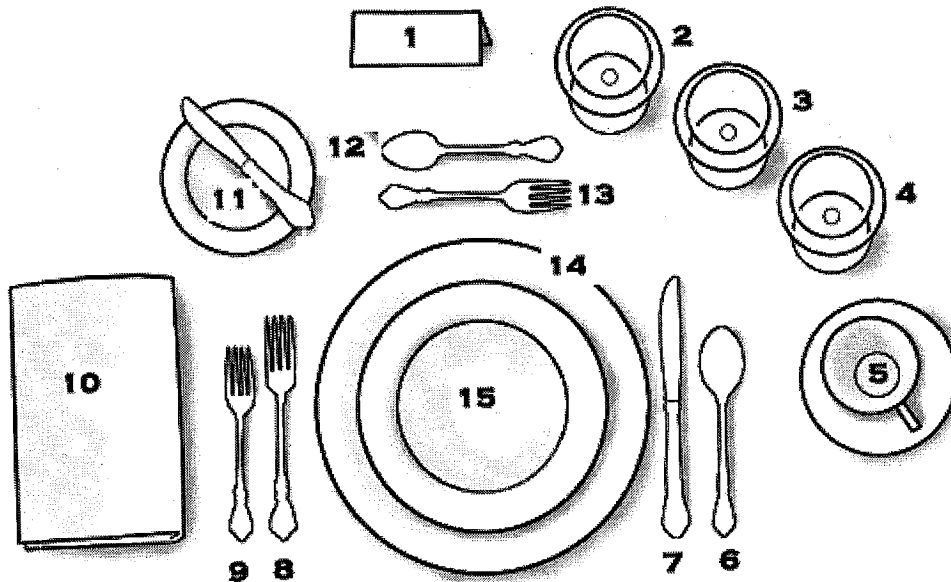
THE SERVICE
COMPANIES

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>24</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 1 - 8 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, teaspoon, creamer.
- Synchronized service is when: Services prepared together
- What is generally indicated on the name placard other than the name? Table # // order #
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Provide them details // inform the cook. Take note



Dishwasher Test

Score 7 / 10

10/10

B

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

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

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

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

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

- ☒ a) True
- b) False

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

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

- ☒ a) True
- b) False

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

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

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

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

