

Jorge Ramos

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OBJECTIVE: Obtain a marketing role in your firm allowing me to apply expertise, learn, and grow.

EDUCATION: California State University, Fullerton
January 2017 – May 2019
Bachelor of Arts in Marketing

Cerritos College
August 2014 - December 2016
Dual Associate Degrees in Business Administration and Communication Studies
Graduated with Honors

EXPERIENCE: The Flower Bros, Co-Founder
Southern California
April 2017 – January 2019

I co-founded The Flower Bros, a flower business offering graduation lei and floral services to universities and high schools. I directly managed a team of six, ran the website, and did telemarketing to prospect for clients. I also sold our products at events using the Square POS. Lastly, I worked with suppliers to negotiate pricing and handled the day-to-day logistics of running the business.

Berkshire Hathaway Home Services, Marketing Associate
Downey, CA 90241
December 2017 – December 2018

As marketing associate, I helped plan and execute campaigns to generate leads and work on turning said leads into clients. Campaigns were executed through social media platforms, via mailings, and through CRM networks.

Acrobat Hospitality Staffing, Busser and Server
Southern California
June 2013 - December 2016

Applied excellent communication skills to bus and serve at various high-end events. Maintained all work areas clean and organized at all times. I worked quickly & efficiently to get jobs done, relaying info to/from the back kitchen.

SKILLS:

- Bilingual in English & Spanish (Spoken/Written)
- Proficient in Microsoft Office Suite, Magento, Facebook & Instagram Analytics
- Experience using Amazon Seller Central
- Certifications: Customer Acquisition Specialist, Value Optimization Specialist

ASSOCIATIONS: Latino Business Student Association

- President, 2018-2019
- Vice President of Finance, 2017-2018

American Marketing Association

REFERENCES: Available upon request.

Multiple Choice

Q

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

1

80%

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 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

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

F 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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

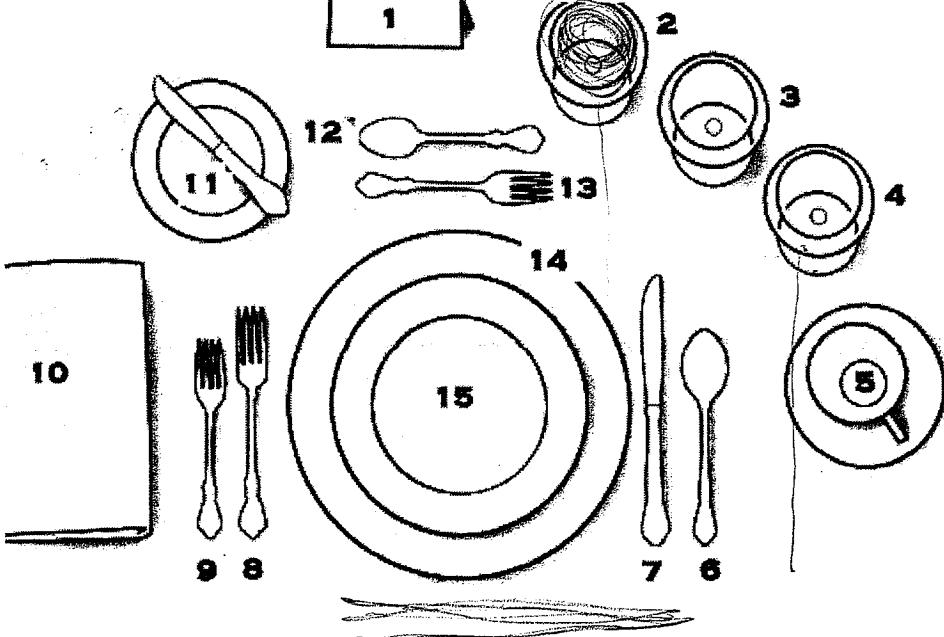
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

C Tray Jack

G. Style of dining in which the courses come out one at a time



Score / 35

Match the Number to the Correct Vocabulary

<u>8</u>	Dinner Fork
<u>5</u>	Tea or Coffee Cup and Saucer
<u>7</u>	Dinner Knife
<u>23</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Service Plate
<u>3</u> <u>15</u>	Wine Glass (White)

- 10 Napkin
- 11 Bread Plate and Knife
- 1 Name Place Card
- 12 Teaspoon
- 13 Dessert Fork
- 6 Soup Spoon
- 15 Salad Plate
- 4 2 Water Glass

Fill in the Blank

1. The utensils are placed _____ inch (es) from the edge of the table. 6 in
2. Coffee and Tea service should be accompanied by what extras? Present
3. Synchronized service is when: Serves all place meals and move in unison.
4. What is generally indicated on the name placard other than the name? Title
5. The Protein on a plate is typically served at what hour on the clock? 6 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Ask the kitchen if it's available

