

Donna Zweig

950 Plymouth Lake Drive
Newton, New Jersey 07860
annod@ptd.net
(973) 722-6002

I have leadership experience in the catering and restaurant field having accumulated over 20 years' in the industry. I began my career in the Hotel Industry as well as established a presence in the Travel field working for a major company.

Customer-service focused, detail- oriented, and a strong positive attitude has enabled me to excel in all fields. The diversity of skills applicable to the industry has provided opportunities to grow in both the creative as well as the administrative responsibilities necessary to operate a successful establishment. Close attention to detail, and attentive service has been my driving force to excellence. I am a professional and provide a caliber of service above the average at all times.

Work Experience

January 2015-present

BEX Eatery and Catering Co-Califon NJ-catering event lead

A lead on site catering for all occasions. Upscale catering in private homes in which my duties include, communication directly with the client on site. Supervise staff on the set-up and preparation for the event and direct staff for the duration . Serve, bartend and prep cook, as needed. Handel exclusive clients privacy, and concerns during the event. Ensure the property is maintained in a delicate manner. Responsible for the confirmation of delivery of all rental equipment to the job site and the proper placement and return. Communicate with Chef and food prep staff to ensure proper flow of service and requests of the client. Paying close attention to any specific dietary issues.

August 2003 to January 2015

Lake Mohawk Golf Club – Sparta, NJ – Supervisor of bar and restaurant staff

A supervisor of 12 years in fine dining and banquets for a private golf club.

Achieved high customer satisfaction for organizing, supervising, and decorating specific themed club functions.

Consistently recognized by management for providing superior customer service.

\Promoted three times in 12 years

Supervised and coordinated dining room activities and employee schedules.

Responsible for coordination of up to 18+ staff in restaurant with capacity of 300.

Frequently switched positions as bartender, food service, banquet manager and General Manager to support the changing needs of a relatively intimate private club.

Adapted to changes in a proactive manner to adapt within the economic climate.

Perform Customer needs Assessment by dealing directly with the public in all positions held, to develop relationships that are positive resulting in improved client relations.

Exercise creative problem solving to enhance the work environment as to ensure the management, staff, and client needs are met.

Represented the establishment at many off site promotional events, in order to promote the restaurant and banquet areas

Skills

Supervision:

Implemented enhancements in use of computer operating system to save time and money in processing of clients payments.

Organized and headed staff meetings as to keep team well informed and to unify all department heads.

Instructed and administered facility menu and policy exam to new employees.

Strong communication skills and customer focus.

Familiar with proper food and beverage handling procedures.

Commitment to quality and service, specifically 20+ years of restaurant experience.

Perform well in high-demand, fast-paced environments enhanced by being a staff motivator.

Excellent organization and coordinating skills including both personnel and event management requirements.

Guest Relations

Party planning

Scheduling and training of employees

Bartending and knowledge of regulations pertaining to alcoholic beverage handling.

Creative problem solving skills

Customer Service

Collaborated with Chef, kitchen staff, and clients to ensure the delivery of efficient, high-quality service.

Consistently recognized by management for providing superior customer service.

Developed long-term relationships with clients which increased repeat business.

Sales and Promotion

Planned and executed promotional events successfully marketing services to new clients.

Managed and organized food service for 300+ guest for specific events

Employee Training

Educated new employees on proper facility procedures and policies, following New Jersey Proper Food and Beverage Handling regulations.

Designed and implemented many themed events as per customer specifications and recognized for decorating and display by the media.

Promoted to Team Lead after only three months in position to support and train new staff.

Technical:

Microsoft Word, Microsoft Excel, Microsoft Power Point and industry software, such as Micros and Jonas POS systems

Recently attended classes at Sussex County Community College in Microsoft Word and Excel to update my skills

Servers Test

Multiple Choice

B F

Food is served on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

D

2) Drinks are served on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

91%

D

3) Food and drinks are removed on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

A

4) What part of a glass should you handle at all times?

- The stem
- The widest part of the glass
- The top

D

5) When you are setting a dining room how should you set up your tablecloths?

- Neatly and evenly across the tables
- The creases should all be going in the same directions
- The chairs should be centered and gently touching the table cloth
- All of the above

D

6) If you bring the wrong entrée to a guest what should you do?

- Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
- Try to convince the guests to eat what you brought them
- 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

F

Queen Mary

A

Chaffing Dish

B

French Passing

G

Russian Service

E

Corkscrew

C

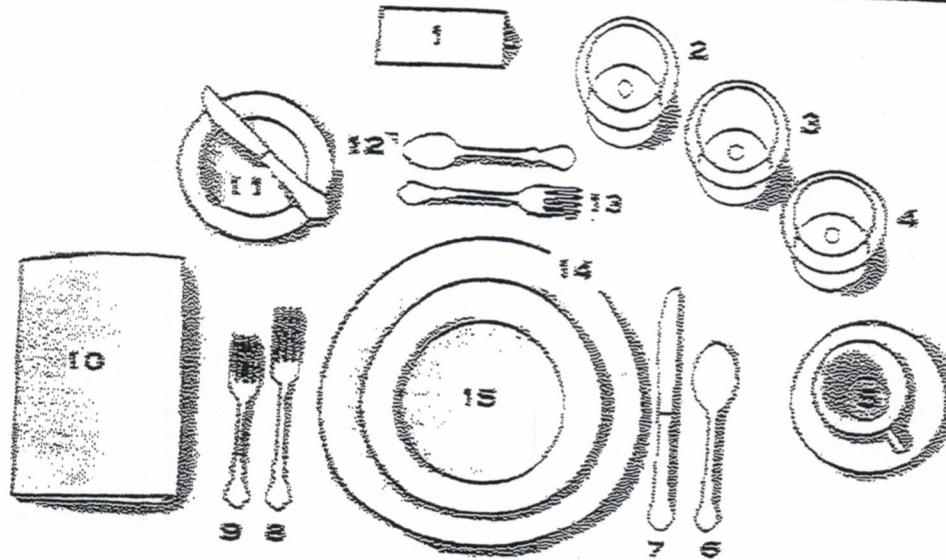
Tray Jack

- Metal buffet device used to keep food warm by heating it over warmed water
- 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
- Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- Used to open bottles of wine
- Style of dining in which the courses come out one at a time

Servers Test

Name Donna Zuey

Score 37/35



Match the Number to the Correct Vocabulary

10 Napkin
11 Bread Plate and Knife
12 Name Place Card
13 Teaspoon
14 Dessert Fork
15 Soup Spoon
16 Salad Plate
17 Water Glass

8 Dinner Fork
9 Tea or Coffee Cup and Saucer
7 Dinner Knife
12 Wine Glass (Red)
14 Salad Fork
10 Service Plate
3 Wine Glass (White)

Fill in the Blank

1. The utensils are placed 3 inch(es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? 1 sugar
3. Synchronized service is when: everyone works together
4. What is generally indicated on the name placard other than the name? Seating
5. The Protein on a plate is typically served at what hour on the clock? 10
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? tell the kitchen