

Duong, William

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WD

Work Experience

Server

The Party Staff: Costa Mesa, CA: 08.15-present

- Setup dining events from beginning to end
- Consistently offer professional, friendly, and engaging service
- Knowledge of food and wine being served

Server/Busser

Vivante On The Coast: Costa Mesa, CA: 03.15-08.15

- Fine Dining with Banquet Style Service in a fast pace environment
- Develop rapport with clients and generate repeat business through cuisine knowledge and friendly attitude
- Assist clients and provide special treatment with requests with food information and specials. POS knowledge.

Marketing and Sales Demonstration

Quoc Viet Foods: Orange, CA: 08.13 – 10.15

- Analyze data from sales and marketing efforts and propose suggestions and solutions
- Performing demonstration events, encouraging sampling of our products, and generating increased sales on demo days through excellent customer service
- Assist in producing marketing campaigns with e-mail and cold calling
- Scheduling, Setting Up and prepping for demonstration and workshop events

Payroll Tax Specialist

Payroll Tax Specialists: Garden Grove, CA: 03.12 – 12.12

- Data Entry with office administration duties
- Maintained records and assisted in collecting client negotiations and tax preparation
- Time sheets, expense reports and vendor invoices

Sales and Customer Services

Frys Electronics Fountain Valley, CA: 09.07 – 09.08

- Managed and regulated inventory stock in shipping and receiving
- Helped with Sales Floor replenishment and sales

Education

Orange Coast College
Costa Mesa, CA
Medical Assisting A.S 2015

Name WILLIAM DUONG

Score / 35

Servers Test

Multiple Choice

A

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

100%

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

E 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

B 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

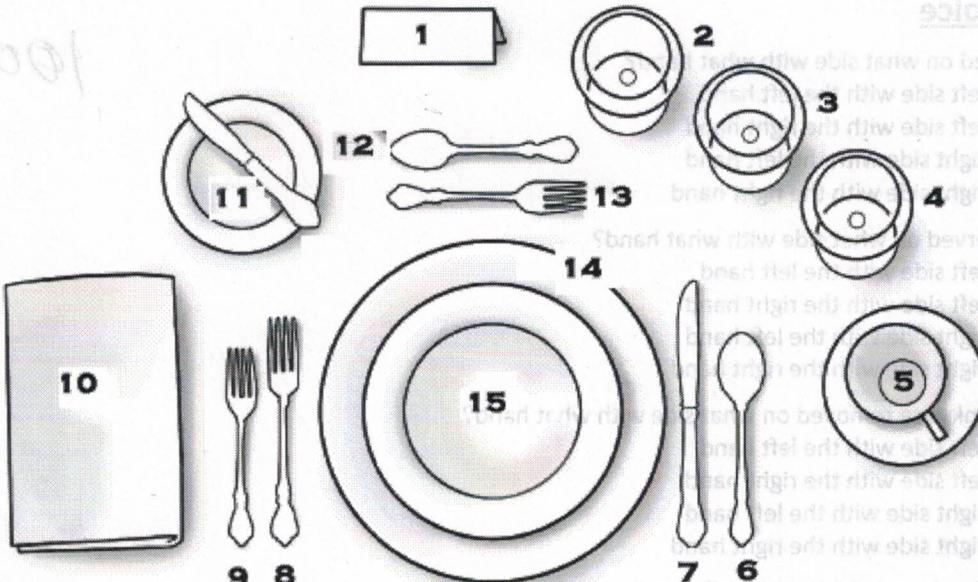
F Corkscrew

F. Used to open bottles of wine

C Tray Jack

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

Servers Test



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 1-2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? SUGAR, MILK
3. Synchronized service is when: SERVERS SERVE 1 TABLE AT A TIME
4. What is generally indicated on the name placard other than the name? TABLE #, GROUP
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 CHEF, USUALLY IT IS EXPLAINED DURING PIC SERVICE.