

Stephanie Castillo

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EDUCATION

Fairleigh Dickinson University, Madison, NJ

Bachelor of Science in Management: Biology

Dean's List, Fall 2013 – Present

Chi Alpha Epsilon National Honor Society Spring 2015

Expected Graduation: May 2017

WORK EXPERIENCE

Olive Garden, Server, Livingston, NJ

June 2015 – Present

- Delivered exceptional, friendly, and fast service.
- Answered questions about menu selections and made recommendations when requested.
- Accurately recorded orders and partnered with team members to serve food and beverages that exceeded guests' expectations.
- Skillfully anticipated and addressed guests' service needs.

PNC Bank, Teller, Absecon, NJ

June 2014 – June 2015

- Examine checks for endorsements and to verify other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents.
- Enter customers' transactions into computers in order to record transactions and issue computer-generated receipts.
- Cash checks and pay out money after verifying that signatures are correct, that written and numerical amounts agree, and that accounts have sufficient funds.

Boscovs, Cosmetic, Egg Harbor Township, NJ

August 2013 – Sept 2014

- Offered customers assistance in locating store items and processing sales transactions
- Handled customers' complaints by assisting them with guidance on other merchandise in other store locations

SKILLS

- Bilingual-Spanish
- Persuasive communication expertise
- Confidently speaks in public
- Strong Communication Skills
- Interpersonal Skills
- Organized

RELEVANT COURSES

- Professional Communication
- Cell Biology
- Intro to Genes Molecules and Cell
- Small Group Communication
- General Chemistry I & II
- Organic Chemistry I & II



12/24

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
- 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 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

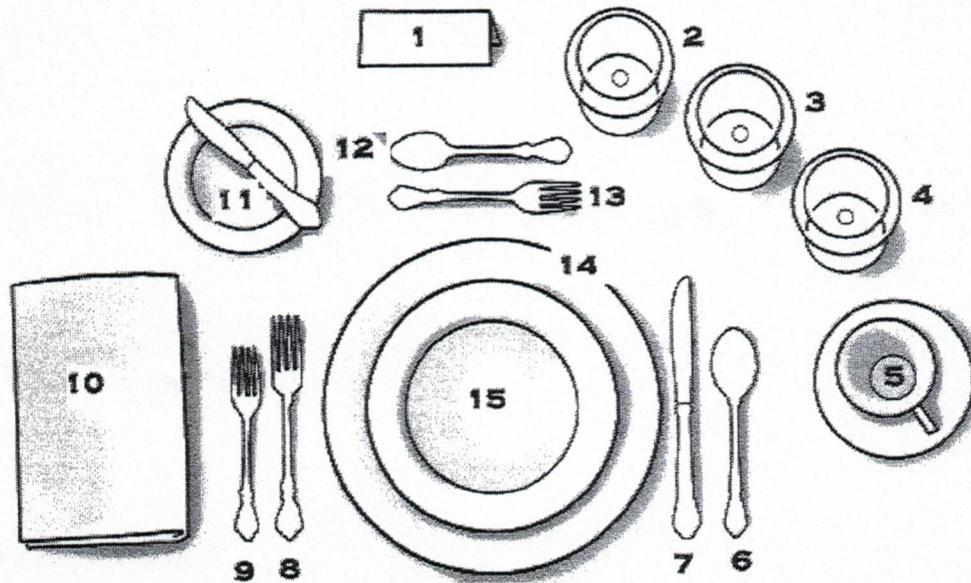
Match the Correct Vocabulary

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

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>4</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>2</u>	Wine Glass (White)
<u>3</u>	Water Glass		

Fill in the Blank

- The utensils are placed 6" X inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? plate X
- Synchronized service is when: things are done chronologically in order
- What is generally indicated on the name placard other than the name? Table #
- The Protein on a plate is typically served at what hour on the clock? 2pm X
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Tell the chef about their diet