

JENNY HICKS

(818) 422-3004 • jennyh64@gmail.com

QUALIFICATIONS SUMMARY

Effective multi-tasker with consistent energy

Organized and efficient planner

Familiar with a wide variety of cocktails for open bartending

Spanish fluent

Detail oriented, ensuring professional presentation

Strong customer service

ServSafe California Food Handler Certified

EXPERIENCE HIGHLIGHTS

Event Planning

- Contacted and set up KGTV News video shoots with talent throughout the San Diego community.
- Served food and bartended with TIPS certification at numerous black tie corporate events, movie premieres, private parties, and award shows. Set up and broke down rooms to create exquisitely formal environments.
- Maintained the upkeep of both buffet tables and seated dining throughout the events.
- Ensured that all needs and requests by the guests are met
- Assisted the break down of the rooms and parts of the kitchen after the event is completed
- Enrolled in bartending course of study and passed the required test in mixology, liquors, alcohol awareness, and customer service
- Coordinated various annual UCSD concerts and festivals. Managed logistical details of other campus events such as speakers, tours, and socials.
- Booked live entertainment performances for private parties and special events throughout Los Angeles, regulating various acting talent with appropriate characters and roles.

Administrative Support/Student Advisor

- Managed multi-line phone system, processed mail, faxes, daily reports, and correspondence for higher education universities, higher education ESL, and entertainment law firm. Re-organized entire paper filing system during office relocation.
- Researched various non-profit organizations and nominated potential candidates for a television news station's weekly Leadership Award. Wrote and distributed press releases regarding award recipients.
- Maintained correspondence with clients of an event company, creating and distributing contracts.

Special Events Catering Staff

(see companies below)

- TIPS certified to serve food and bartend at black tie corporate events, movie premieres, and award shows
- Maintain the upkeep of both buffet tables and seated dining throughout the event
- Ensure that all needs and requests by the guests are met
- Assist the break down of the rooms and parts of the kitchen after the event is completed

Food and Drink Server

El Torito Grill, Sherman Oaks, CA, 2006-2007

- Prepared the table, laying out napkins and utensils, making sure the condiments are refilled, performing all other preparation tasks
- Stayed updated on current menu choices, specialties and menu deviations, knowing if the kitchen staff is running out of any items...etc.
- Took food and drink orders from guests
- Input guests' food and drink order into terminal
- Assist with delivering food items to assigned tables, as well as preparing table side dishes upon request
- Handle the table bookings, directed customers to their tables, presenting menus, suggesting dishes, assisting in drink selection, informing customers about food preparation details, communicating specific customer needs to the cooks
- Maintained proper dining experience, delivering items, fulfilling customer needs, offering desserts and drinks, removing courses, replenishing utensils, refilling glasses
- Obtained revenues, issuing receipts, accepting payments, returning the change
- Performed basic cleaning tasks as needed or directed by supervisor/manager

--Assisted with special events as needed
--Greeted all guests and owners warmly with an appropriate greeting
--Adhered to grooming and appearance standards consistently

EMPLOYMENT HISTORY

Food and Drink Server, El Torito Grill, Sherman Oaks, CA, 2016
Special Events Catering Staff, Total Success, Los Angeles, CA 2009-2010
Special Events Catering Staff, Kensington Catering, Los Angeles CA 2009-2010
Special Events Catering Staff, Patina Restaurant Group, Los Angeles, CA 2008-2009
Special Events Catering Staff, The Party Staff, Los Angeles, CA, 2007-present
Office Manager, Party Creations, North Hollywood, CA, 2008-2009
English Teacher, Loscher Institute, San Pedro, Costa Rica, 2007
Food and Drink Server, P.F. Changs, Sherman Oaks, CA, 2006
Food and Drink Server, Blue Marlin Seafood and Steak Restaurant, Columbia, SC, 2006

EDUCATION

M.A. International Education, World Learning SIT Graduate Institute, Brattleboro, VT; 2013
Mixology Certification, West Coast Bartender's Association, Van Nuys, CA; 2010
B.A. Communications, University of California, San Diego, CA; 2005
Universidad de Complutense, Madrid, Spain; 2003-2004

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 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

g 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

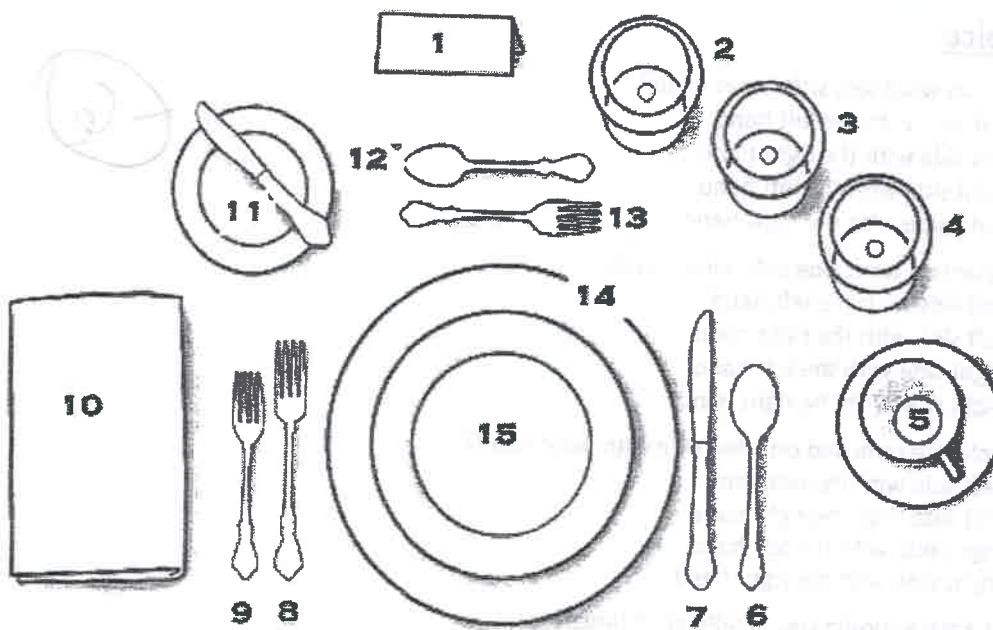
c Tray Jack

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

Name _____

Score / 35

Servers Test



Match the Number to the Correct Vocabulary

10 Napkin

11 Bread Plate and Knife

1 Name Place Card

12 Teaspoon

13 Dessert Fork

6 Soup Spoon

15 Salad Plate

2 Water Glass

8 Dinner Fork

5 Tea or Coffee Cup and Saucer

7 Dinner Knife

3 Wine Glass (Red)

9 Salad Fork

14 Service Plate

4 Wine Glass (White)

Fill in the Blank

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