

# JENNY HICKS

(818) 422-3004 • [jennyh64@gmail.com](mailto:jennyh64@gmail.com)

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## **QUALIFICATIONS SUMMARY**

Effective multi-tasker with consistent energy  
Familiar with a wide variety of cocktails for open bartending  
Detail oriented, ensuring professional presentation  
ServSafe California Food Handler Certified

Organized and efficient planner  
Spanish fluent  
Strong customer service

## **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



Name Jenny Hicks

**Servers Test**

Score / 35

**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**

d Scullery

e Queen Mary

a Chaffing Dish

b French Passing

g Russian Service

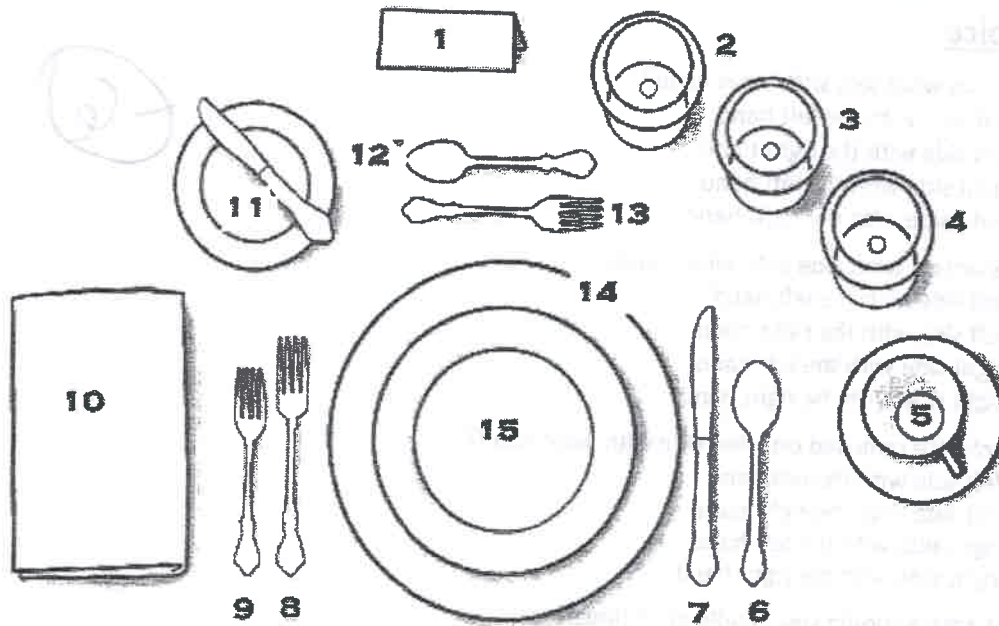
f Corkscrew

c Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
- 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)
- C. Used to hold a large tray on the dining floor
- D. Area for dirty dishware and glasses
- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- F. Used to open bottles of wine
- 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>7</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>3</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>4</u>  | Wine Glass (White)           |
| <u>2</u>  | Water Glass           |           |                              |

### Fill in the Blank

- The utensils are placed \_\_\_\_\_ inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream and sugar
- Synchronized service is when: \_\_\_\_\_
- What is generally indicated on the name placard other than the name? \_\_\_\_\_
- 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?  
notify kitchen