

KAITLYN AMODEI

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EDUCATION

Onondaga Community College, Associates Degree in Music in 2013

Auburn High School, Advanced Regents Diploma in 2011

EMPLOYMENT HISTORY

Yard House (03/2016 - Current) Position: Server

- Responsible for all side work, serving and greeting guests, upselling, and having extensive knowledge of all menu items.

Fingerlakes Answering Service (09/2014 – 11/2015) Position: Supervisor

- Responsible for training new operators, daily reports, keeping client accounts up to date, handling any customer complaints or concerns, running employee breaks throughout the shift.

Freeway Insurance (06/2012 – 10/2013) Position: Customer Service Representative

- Responsible for quoting new and current clients, meeting monthly sales goals, taking payments, daily reports, balancing cash drawers nightly.

Osteria Salina (05/2014 – 09/2014) Position: Server, Busser, Barista

- Responsible for all side work, bussing tables, serving guests, making beverages and deserts, balancing cash drawer.

Denny's (10/2013 – 05/2014) Position: Server

- Responsible for greeting and seating guests, taking orders, running food, making all beverages and deserts, bussing tables, cashing out guests, all side work.

M&T Bank (01/2012 – 06/2012) Position: Teller

- Responsible for greeting guests, making deposits, processing withdrawals, balancing cash drawer daily, making referrals, and meeting monthly goals.

Tops Markets (08/2009 – 10/2012) Position: Customer Service Leader

- Responsible for running the customer service desk, balancing all cash drawers, running employee breaks, training new employees, running employee audits, and completing daily paperwork and reports.

SKILLS

- Microsoft Office (Proficient)
- Microsoft Outlook (Proficient)
- Sony Forge (Intermediate)

REFERENCES

Karen Goodman Office manager at Fingerlakes Answering Service
Known 1 year
Ph: 315-255-6200

Alejandro Circelli Manager at Osteria Salina
Known 12 years
Ph: 315-224-5452

Allison Skinner Office Manager at Freeway Insurance
Known 3 years
Ph: 315-559-3368

Servers Test

Multiple Choice

- B 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
- B 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
- B 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

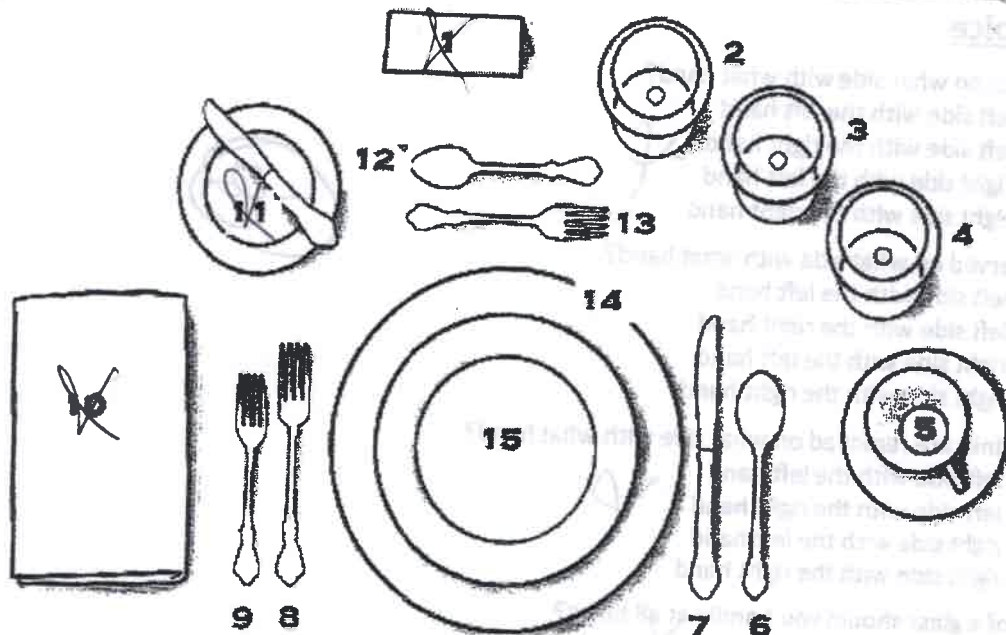
Match the Correct Vocabulary

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

Name Haitlegn Amode

Servers Test

Score / 35



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

24 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

- The utensils are placed 2 in inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, cream
- Synchronized service is when: everyone works at one
- What is generally indicated on the name placard other than the name? the guest's meal
- The Protein on a plate is typically served at what hour on the clock? 5pm
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? inform expo