

Luis F. Montellano

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Objective: To acquire a server position in the food and beverage industry where I can apply my expertise.

Qualifications

- Capable to operate Micros and Aloha software
- Keeping bar inventory afloat and cost effective
- Knowledge of Alcohol and Wine service
- Oversee restaurant safety procedures
- Trained new members company procedures and guidelines
- Room service experience.
- Maintained a clean work environment and organized
- Deliver the highest quality of customer service
- Experience in fine dining hospitality

Professional HISTORY (From 2000 to 2013)

- **Server/Bartender/Room Service**, Hilton Hotel, Pasadena CA 2012-2013
- **Server**, Caltech Athenaeum Country Club, Pasadena CA 2011-2012
- **Server**, Altadena Country Club, Altadena CA 2010-2011
- **Server**, Levy Restaurants, Dodger Stadium, Los Angeles CA 2001-Present
- **Lead Expeditor**, Levy Restaurants, Staples Center, Los Angeles CA 2000-Present

ADDITIONAL SKILLS

Catering experience
Bilingual (English & Spanish)
Ability to learn any software
Team Player

Fast learner
Common sense
Leadership
Problem solver

EDUCATION

- Blair High School, Pasadena, ca (Travel & Tourism Academy)-2000.
- The Travel & Tourism Academy provided me with the knowledge that is needed to Pursue and develop a career in the hospitality industry. The T&T Academy not only Emphasized on the duties of hotel and restaurant management but also on the important Roles of front and back of the house positions as well. (1997-2000).

Luis F. Montellano

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Objective: To acquire a senior position in the food and beverage industry
where I can apply my expertise

Qualifications

- Capable to operate Micros and Aloha software
- Keeping inventories efficient and cost effective
- Knowledge of Alcohol and Wine service
- Oversee restaurant safety procedures
- Trained new staff and company procedures and guidelines
- Proven service experience
- Maintained a clean work environment and organized
- Delivered the highest quality of customer service
- Experience in fine dining hospitality

Professional History (from 2000 to 2013)

- Server/Bar/Room Service, Hilton Hotel, Pasadena CA 2012-2013
- Event Catering/Management, County Club, Pasadena CA 2011-2012
- Server, Alhambra Country Club, Alhambra CA 2010-2011
- Server/Levy Restaurants, Dodger Stadium, Los Angeles CA 2001-Present
- Lead Expeditor, Levy Restaurants, Staples Center, Los Angeles CA 2000-Present

ADDITIONAL SKILLS

- Catering experience
- Bilingual (English & Spanish)
- Ability to learn any software
- Team Player
- Problem solver
- Leadership
- Customer service
- Fast learner

EDUCATION

- Elsie High School, Pasadena, CA (Travel & Tourism Academy), 2000
- The Travel & Tourism Academy provided me with the knowledge that is needed to pursue and develop a career in the hospitality industry. The T&T Academy not only emphasized on the duties of hotel and restaurant management but also on the important roles of front and back of the house positions as well (1997-2000).

Name Luis Montellano

Servers Test

Score 33 / 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
- AE 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

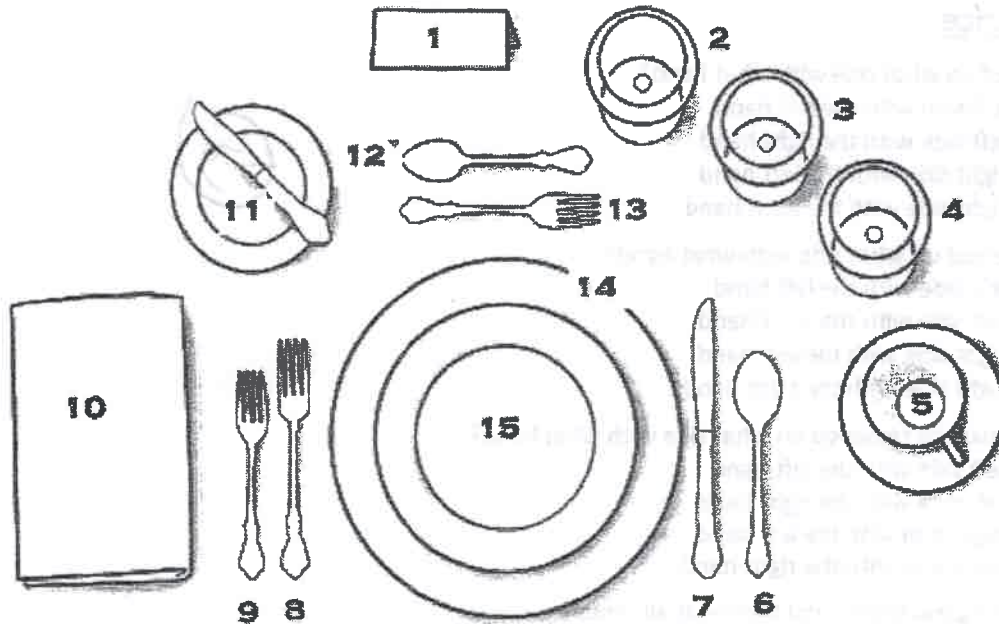
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <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>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>G</u> French Passing | D. Area for dirty dishware and glasses |
| <u>B</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 Luis Montellano

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>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 3-4 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? SUGARS, tea spoon
- Synchronized service is when: operate at same time, everything the same
- What is generally indicated on the name placard other than the name? Number or last name, company
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Get the Captain or manager to arrange that.