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**Career Profile:**

I am a customer service professional with a strong ability to maintain and encourage client relationships while proactively implementing company objectives. I also have experience in resolving issues and working well under pressure both independently and as part of a team. I am seeking a position as a restaurant server where strong skills and expertise in the food serving industry can be employed to provide excellent guest services.

**Education:**

Los Angeles Trade Technical College, Los Angeles, CA 90015  
Chemical Technology Program  
September 2012-Present, GPA: 3.0

**Professional Experience:**

Baby Blues Barbeque, Venice, CA, July 2013-Present

Title: Dishwasher, Food Prep, Server, Busser

- Primary team member working the daily operation of one of Venice's destination eateries.
- Main duties include: cooking, cleaning, food prep, suggestive sales, taking and putting together catering orders.
- Able to master different positions quickly

Contemporary Service Corporation, Los Angeles, CA, February 2011-2013

Title: Event Staff

- Key team member charged with servicing the daily activities of various busy events.
- Main duties include but not limited to: crowd management, customer service, ticket booking, and working a tollbooth.
- Understanding working in a high stress environment

North East Trees, Project Location: Kenneth Hahn Park, Los Angeles, CA, November 2011-April 2012

Title: Urban Forester/Arborist

- Planned solutions for community based organizations to improve the urban forest. Irrigation, landscaping plant identification, plant treatment, and lifting 50+ lbs. were key responsibilities of the job.

T.H.E Clinic, Los Angeles, CA, March 2010-August 2010

Title: Clerical Assistant

- Specialized in administrative functions, including filing, answering calls, directing incoming inquiries to the appropriate destination, copying and faxing documents.
- Medical arrangements, along with medical chart revision.
- First point of contact for clients providing courteous service, and tending to their comfort/needs throughout their visit.

Time Warner Cable, Palmdale, CA, June 2008-October 2009

Title: Sales Associate

- Essential representative tasked with providing customer support to callers, visitors, and staff.
- Maintained up to date data for current and prospective clients.
- Initiated internal and external communication regarding the consumers' cable and internet needs.



Name Robert Mayfield

**Servers Test**

Score / 35

**Multiple Choice**

- c 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
- b 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**

D Scullery

E Queen Mary

d Chaffing Dish

B French Passing

g Russian Service

F Corkscrew

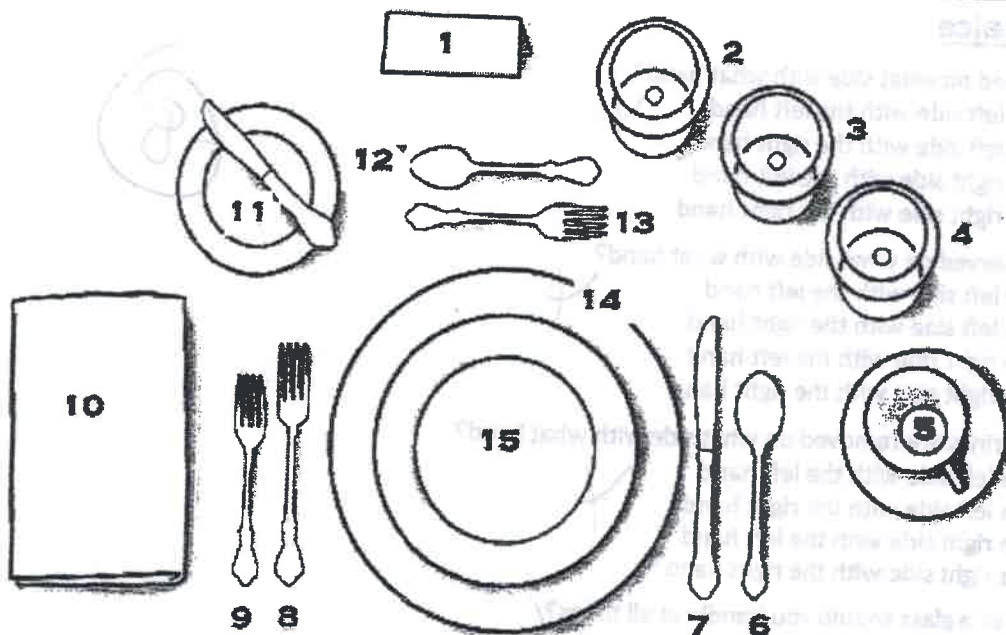
C Tray Jack

- 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>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>6</u>  | Teaspoon              | <u>2</u>  | Wine Glass (Red)             |
| <u>13</u> | Dessert Fork          | <u>9</u>  | Salad Fork                   |
| <u>12</u> | Soup Spoon            | <u>14</u> | Service Plate                |
| <u>15</u> | Salad Plate           | <u>3</u>  | Wine Glass (White)           |
| <u>4</u>  | Water Glass           |           |                              |

### Fill in the Blank

- The utensils are placed 6 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, Sweetener, creamers etc
- Synchronized service is when: light food is served buffet style for the table.
- What is generally indicated on the name placard other than the name? table number and number of guest
- The Protein on a plate is typically served at what hour on the clock? 0
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
notify the cooks

## Dishwasher Test

Score 9 / 10

- C 1) After washing your hands, which item should be used to dry them?
- a) Clean apron
  - b) Sanitized wiping cloth
  - ☒ c) Single use paper towel
  - d) Common used cloth
- C 2) While washing dishes by hand, which item should you wear?
- a) Cutting glove
  - b) Oven Mitt
  - ☒ c) Rubber glove
  - d) Nothing
- d 3) When should you wash your hands?
- a) Before you start work
  - b) After handling non-food items (garbage, money, cleaning chemicals)
  - c) After using the restroom
  - ☒ d) All of the above
- a 4) If you need to move a heavy load, you should PULL and not PUSH the object.
- ☒ a) True
  - b) False
- e 5) Which of the following could you be at risk for getting burned from?
- a) Steam from boiling pots
  - b) Hot liquids (coffee, soup, tea)
  - c) Hot equipment (ovens, pots, chaffing dishes)
  - d) Harsh chemicals
  - ☒ e) All of the above
- a 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
- a) True
  - b) False
- C 7) What should you do if you spill liquids or see a liquid spill?
- a) Leave it for someone else to clean-up
  - b) Wait until the end of your shift to clean it
  - ☒ c) Flag the spill and clean it immediately
  - d) Not sure
- C 8) When handling hot items you should?
- a) Wear rubber gloves
  - b) No need to wear anything
  - ☒ c) Use an oven mitt or cloth towel
  - d) Nothing
- a 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?
- ☒ a) Rinsing
  - b) Scraping
  - c) Washing
  - d) Sanitizing
- b 10) What is the proper method for cleaning and sanitizing stationary equipment?
- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
  - ☒ b) Spray with a sanitizing solution, then rinse with clean water and dry
  - c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
  - d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution

