
Nora Borgonovo
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OBJECTIVE: A Position in the Hospitality Industry

EXPERIENCE: Five Star Events. Boulder Creek, CA.
2010-2014.

Sky Box suite attendant. Set up suites and served food and beverages to patrons in luxury box suites at the Oakland Coliseum.

In-seat server. Took food and beverage orders in premium seating in the stands at the Oakland Coliseum.

Catering assistant. Served and performed general catering duties at weddings, banquets, and other special events.

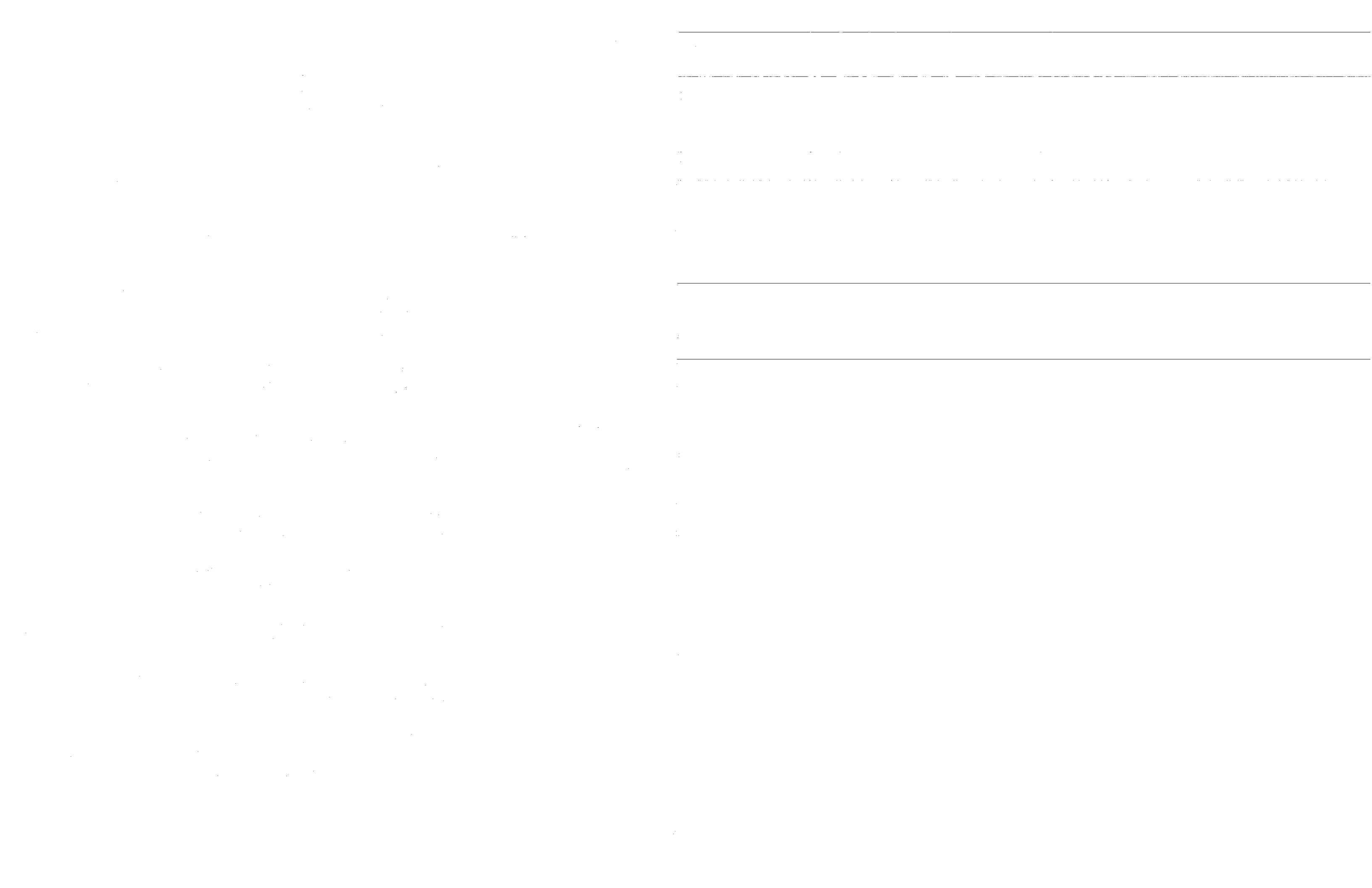
Concession stand worker/Cashier/ Beertender/ Concert Alcohol Compliance worker.

Café 101. Melbourne, CA. 2000-2001.
Barista. Cashier. Sandwich hand.

Percy's. Melbourne, Australia. 2001.
Bartender.

Intermezzo Café. San Francisco, CA. 1994-1995.
Assistant manager. Barista. Cashier.

Hornblowers Dining Yachts. San Francisco, CA. 1992-1993. Waitress. Provided fine dining service to patrons on bay dinner cruises.



Pizza Hut. Munich, Germany. 1991.

Waitress.

Mary's Café. Wengen, Switzerland. 1988-1989.

Kitchen worker/Food preparer.

The Polly Parrot. San Francisco, CA. 1983-1984.

Waitress.

TRAINING: San Francisco School of Bartending.

San Francisco, CA. 2012

OTHER : Five years' retail salesperson.

Five years' customer service.

Five years' ESL teacher.

Four year's child care worker.

Two years' Special Education aide.

One year's Special Education teacher.

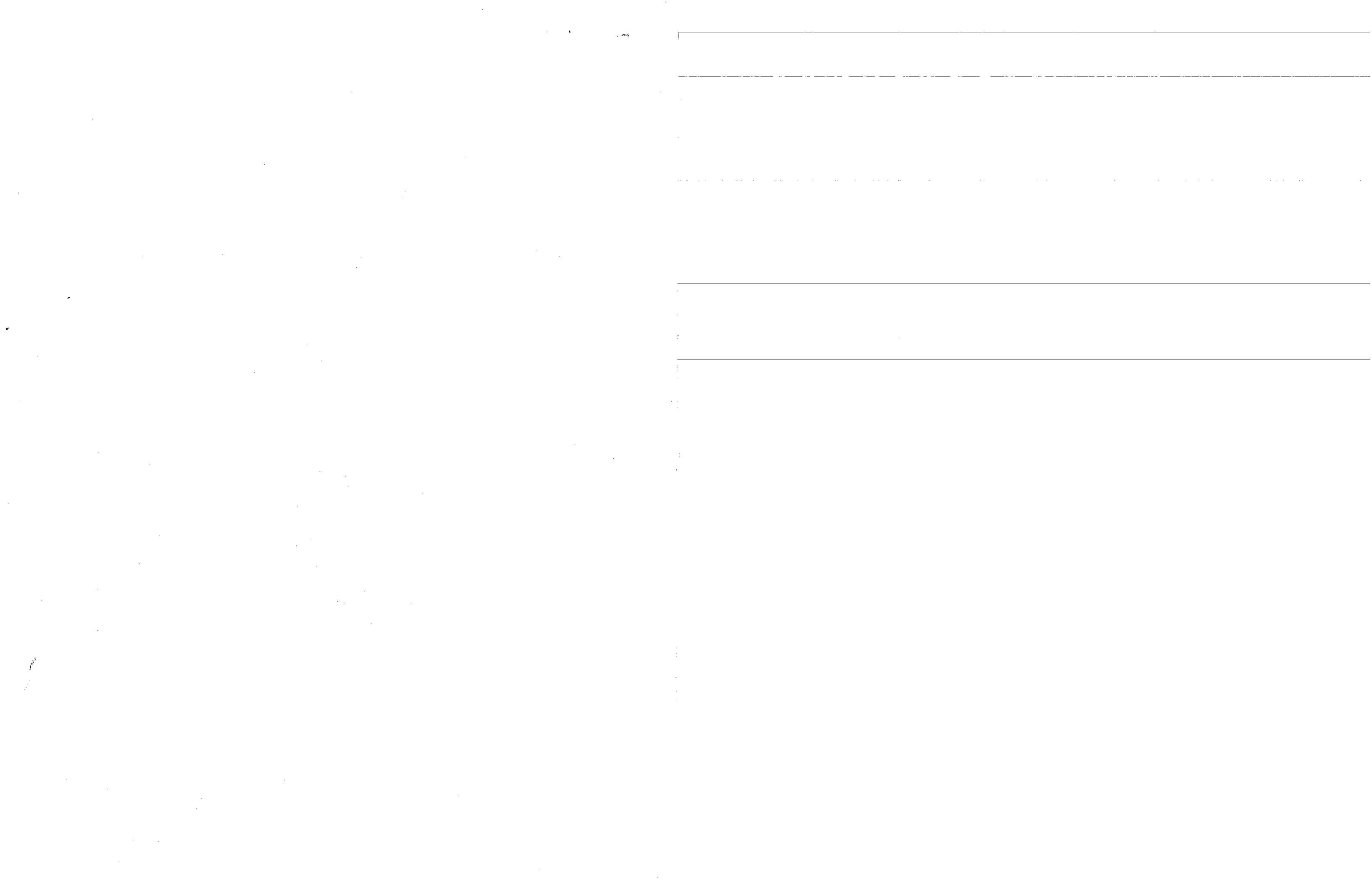
EDUCATION: San Francisco State University. San Francisco, CA.

Master of Arts, English: Teaching English as a
Second Language. 1995.

San Francisco State University. San Francisco, CA.
Bachelor of Arts, English Literature. 1985.

City College of San Francisco. San Francisco, CA

Paralegal Studies. 2012-2015



Cashier Test

Score 10 / 15

68%

1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

6) What is the current sales tax rate in your city _____?

9.25

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

Cashier Test

Score / 15

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? California ID, Driver's license, ~~State~~, Passport

15) How many \$20 bills are in a bank band? 20

Name Noora Borgström

Servers Test

Score 25/35

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

c 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

c 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

a 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

7/2

Match the Correct Vocabulary

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

F 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)

G 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

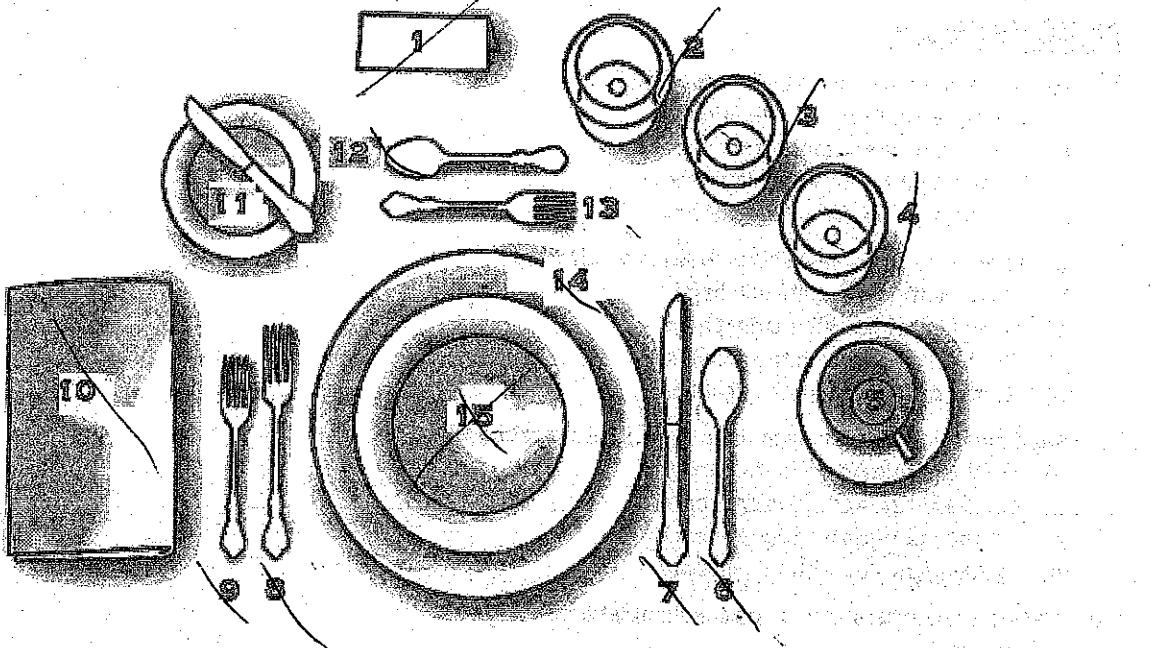
C Tray Jack

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

Name Nora Borgnado

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

10	Napkin	8	Dinner Fork
11	Bread Plate and Knife	5	Tea or Coffee Cup and Saucer
1	Name Place Card	1	Dinner Knife
12	Teaspoon	2	Wine Glass (Red)
3	Dessert Fork	3	Salad Fork
6	Soup Spoon	4	Service Plate
15	Salad Plate	1	Wine Glass (White)
4	Water Glass		

Fill in the Blank

1. The utensils are placed 6 inches inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream / milk / sugar
3. Synchronized service is when: all guests served at same time by individual servers
4. What is generally indicated on the name placard other than the name? company.
5. The Protein on a plate is typically served at what hour on the clock? 3 9 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Go to kitchen see if what available