

Monica Frenkel

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SUMMARY

I offer hands-on experience and competence in greeting guests, serving, and I assure an outstanding service experience for all guests. Customer oriented server with excellent interpersonal and communication skills. I speak both English and Russian fluently.

SKILLS

- Professional serving experience including dining area set-up and full service of food and drink menus
- Responsible for communicating with front and back-of-the-house personnel to provide a dining experience that meets or exceeds guest expectations
- Greeted guests and informed them of specials and menu changes, made suggestions
- Answered questions regarding food, beverages and allergies
- Processed guest orders to ensure that all items were prepared properly and on a timely basis
- Observed guests to ensure they were satisfied with both food and service, responded to additional requests, and determined when their meal had been completed.
- Totaled bills and accepted payments
- Assisted coworkers and bus person with stocking, removing, and resetting dishes and silverware between courses, and cleaning and resetting vacated tables
- Stress tolerant
- Excellent organizational and time management abilities
- Strong work ethics and eager to take Initiative
- California Food Handlers Certification

PROFESSIONAL EXPERIENCE

Travelle in the Langham Hotel, Chicago, IL

Mar 2014 – May 2016

Food and Cocktail Server

- Ensured fine dining experiences for customers to encourage repeat business
- Took orders, presented and explained specials, offered information, and made suggestions about the menu.
- Up-sold wines, liquors, and five course meals with professional appearance and mannerism.
- Maintained clean and sanitary work areas and tables.
- Anticipated and fulfilled guest needs and requests.
- Followed proper plate presentation and garnished set up details.
- Served guests, prepared checks, and collected payment.

Siena Tavern, Chicago, IL

June 2012 - Mar 2014

Hostess/Server

- Warmly greet guests and bid a tender departure and invite to visit again
- Find out the seating place of guests as per requirement
- Present menu and hot deals of the day
- Ensure that requirements for all guests are met; including small children, disabled or food allergic guests
- Create new settings as per requirements and clear additional settings if not needed
- Informed about daily specials and answered customer questions regarding menu items

Monica Freinkel

Phone: (802) 548-2410 • Email: monica@monica.com

SUMMARY

I offer hands-on experiences and collaboration in teaching dance, art, and I assure an unparalleled service experience for all ages. Cross-over choreography served with excellence in personalized and communication skills. I speak both English and Russian fluently.

EDUCATION

- Professional service experience including dance, art and full service of food and drink menus
- Responsible for community service with front of house and backstage personnel to provide a淳ine experience that meets or exceeds guest expectations
- Developed dishes and desserts of special interest to vegans and meat eaters, made substitutions available due to allergies (dairy, nuts, eggs, etc.)
- Prepared dishes to ensure they were safe for food service while百姓lying on a timely basis
- Developed dishes to ensure they were safe for food service, restocking to satisfy guest orders to ensure menu items were prepared quickly and to satisfaction
- Trained staff and assembled bylaws
- Assisted coworkers and was liaison with stockroom, lemonaid, and backstage dishes and silverware, performed counts, and cleaned and restocked as needed
- Guest for private parties
- Provided audience and time management skills
- Showed guest etiquette and eager to take initiative
- Calligraphy Food Handwriting Certification

PROFESSIONAL EXPERIENCE

Mar 2014 - May 2016

Travels in the Midwest Hotel, Chicago, IL
Food and Beverage Server

- Ensured fine dining standards for customers to encourage repeat patronage
- Took orders, prepared and served dishes, cleaning station, and inside suddenly spot the menu.
- Up-scale wines, liquors, and mixtures with professional acquaintances and bartenders.
- Maintained clean and sanitary work areas and prep.
- Applied fast and friendly guest and leadership.
- Followed proper taste presentation and developed set up details.
- Searched dishes, prepared checks, and collected payment.

June 2015 - Mar 2016

Silver Tavern, Chicago, IL
Hostess/Server

- Maintained guest standards and had a general knowledge and ability to serve guests
- Find out the special needs of guests to serve best
- Present menu and for details of the day
- Ensures first rate accommodations for all guests at the hotel; including small children, disabled or food allergies
- Guests was utilized as best representatives and clear addition self-taught if not needed
- Followed strict communication skills and was a team player
- Interacted with staff members and management and clear addition self-taught if not needed

- Served food and beverages within appropriate times

RA Sushi Bar, Chicago, IL

Nov 2010 - June 2012

Hostess/Server

- Monitored dining room and guest flow to maximize table usage and minimize customer wait times.
- Prepared tables for customer use, including rearranging seating and tables to accommodate large groups.
- Answered phone calls, book reservations, and resolve customer service issues.
- Assisted waiters and bartenders with special requests and guest inquiries.
- Alerted management of potential or reported customer issues.
- Promptly deliver dishes to ensure proper temperature upon consumption.
- Memorized and recalled daily specials

EDUCATION

Bachelor of Arts in Communications (in progress) - DePaul University, Chicago, IL

High School Diploma, 2010 - Glenbrook North High School, Northbrook, IL

References available upon request

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

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

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

Q 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

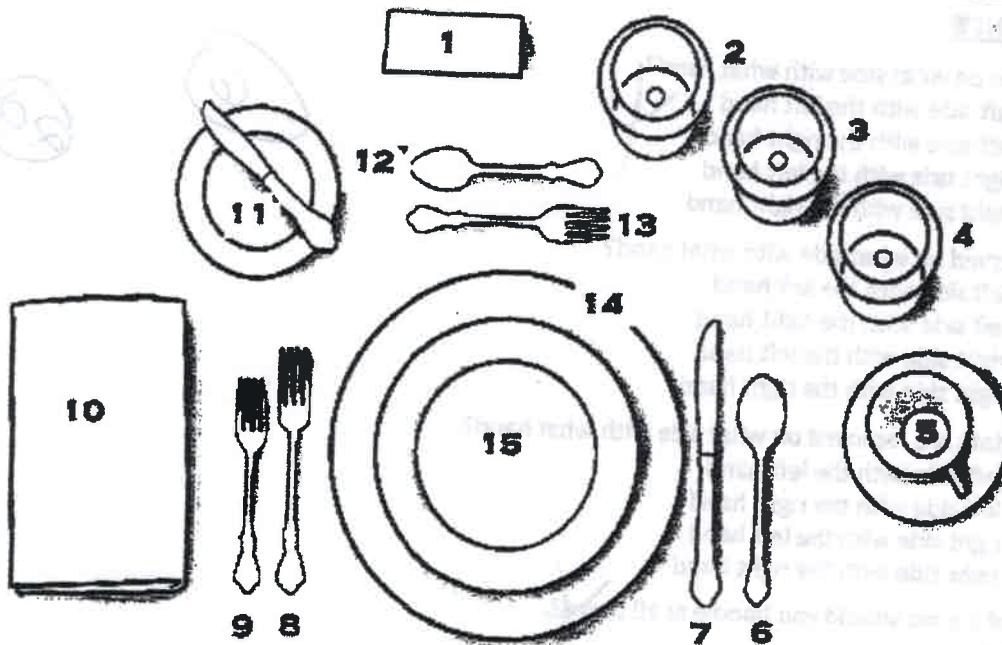
D Scullery
E Queen Mary
A Chaffing Dish
G French Passing
B Russian Service
F Corkscrew
C Tray Jack

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 _____

Score / 35

Servers Test



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

4 Water Glass

8 Dinner Fork

5 Tea or Coffee Cup and Saucer

7 Dinner Knife

2 Wine Glass (Red)

9 Salad Fork

14 Service Plate

3 Wine Glass (White)

Fill in the Blank

1. The utensils are placed one inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? sugar, cream, teaspoon
3. Synchronized service is when: elegant small gourmet meal
4. What is generally indicated on the name placard other than the name? table number
5. The Protein on a plate is typically served at what hour on the clock? Y
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Alert the kitchen