

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 Frenkel

Phone: (802) 248-2410 • Email: frenkelmonica@gmail.com

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- Served food and beverages within appropriate times

RA Sushi Bar, Chicago, IL

Nov 2010 - June 2012

Hostess/Server

- Monitored dinning 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

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EDUCATION

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

Hostess/Server

RA Sushi Bar Chicago, IL

Nov 2010 - June 2012

- Served food and beverages within appropriate times

Name Monica Frenkel

Score 29 / 35

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
- 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

A Chaffing Dish

G French Passing

B Russian Service

F Corkscrew

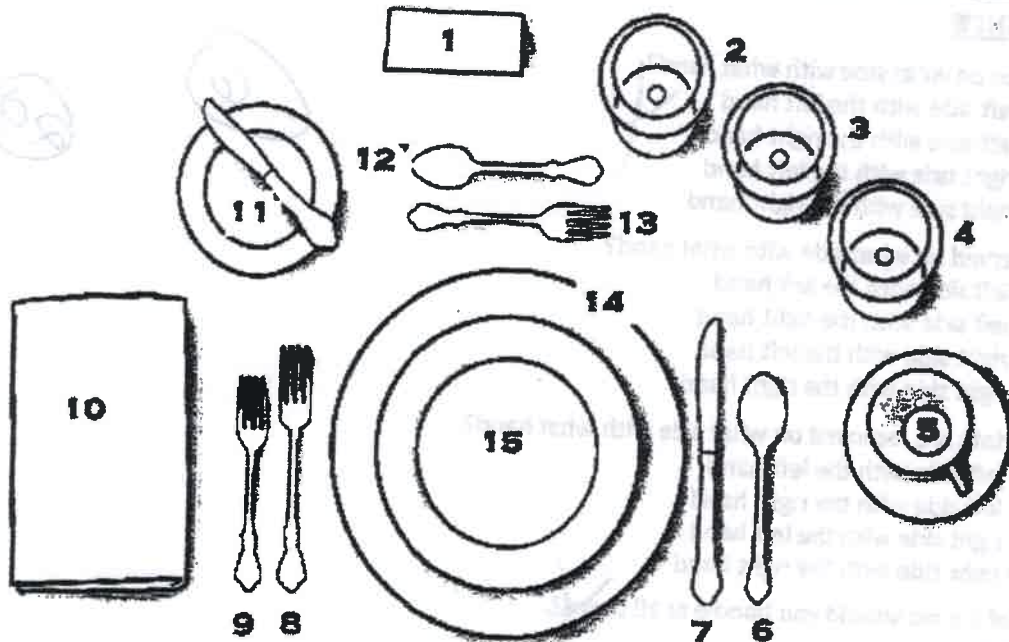
C Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
- B 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 C. Used to hold a large tray on the dining floor
- D 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 F. Used to open bottles of wine
- G 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

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

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