

# **BULGAN GAN TULGA**

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San Francisco, CA 94102

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## **QUALIFICATIONS AND SKILLS**

- Great customer service skills and personality
- Able to multi-task, and able to work under pressure
- Able to work in a team or alone
- Advanced in Office Word and Excel.

## **EXPERIENCES**

### **Zara U.S**

*Administrator*

*February 2015 – July 2016*

- Assists store managers with daily tasks.
- Responsible for closing payroll bi-weekly.
- Assists managers with HR tasks on daily basis.
- Responsible for recruiting for the stores hiring needs.

### *Cashier*

*November 2014-February 2015*

- Assist customers with their checkout
- Responsible for handling large amount of cash
- Opening and closing procedure of the cash registers

### **Papito West**

*Server & Bartender*

*March-August 2014*

- Responsible for opening and closing restaurant
- Plan, organize, and control the operations of cocktail lounge or bar
- Assess customers' needs and preferences, and make recommendations
- Stay guest focused and nurture an excellent guest experience

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## **EDUCATION**

### **Bachelor of Business Administration**

*Laney College  
Oakland, California*

### **Human Resource Management Certificate**

*Mongolian Human Resource Institute  
Ulaanbaatar, Mongolia*

*September 2014*



**Servers Test**

**Multiple Choice**

b  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  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  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

b  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

b  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

**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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

E Corkscrew

F. Used to open bottles of wine

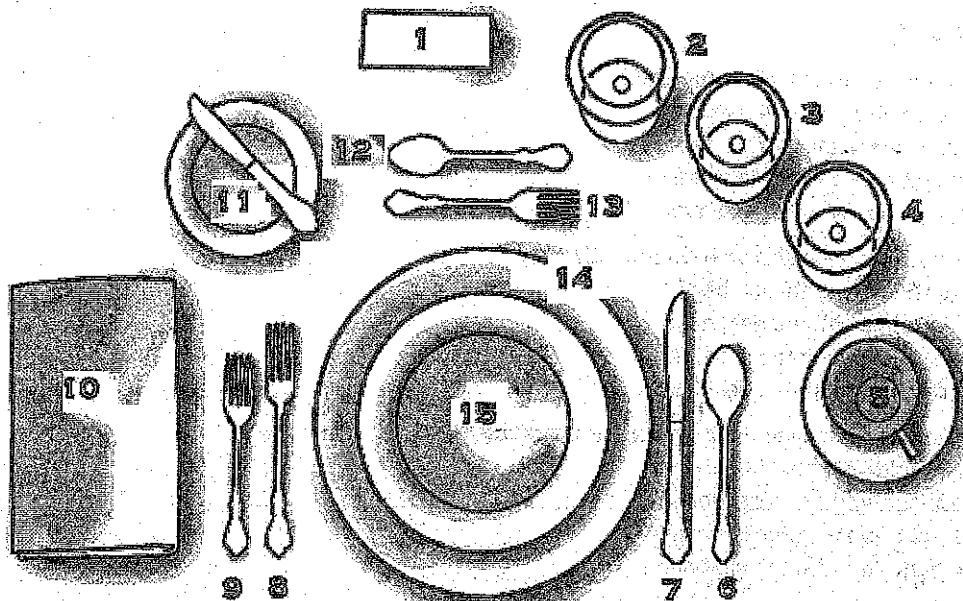
C Tray Jack

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

Name \_\_\_\_\_

**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**

1. The utensils are placed 2 inch inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? creamer and sugar.
3.  Synchronized service is when: \_\_\_\_\_
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? \_\_\_\_\_
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? change the notify the chef.