

LUCA MARINO

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IMPECCABLE WAIT SERVICE

Dedicated to provide a pleasurable dining experience with natural poise and friendly demeanor.

Dynamic, creative and highly ethical personality with extensive experience providing high-level customer service in fast-paced and stressful environments. Expert team player who continuously strives for effective outcomes; creative thinker, fluent in both **English** and **Italian**. Highly organized with good problem-solving skills. Ambitious achiever who works independently, capable of prioritizing, handling multiple tasks and deadlines. Fast learner able to quickly grasp tasks at hand with limited training.

SERVICE PROFILE

- ♦ Incredible memory with proven ability to quickly learn all aspects of new menus and specialties
- ♦ Reputation for putting guests at ease, handling large crowds, and maintaining composure in stressful situations.
- ♦ Talented at lifting and carrying large amounts of food safely, securely, and gracefully.
- ♦ Dedicated to maintain a clean dining room and adhere to all safety and legal standards.
- ♦ Comprehensive knowledge of alcoholic beverage mixing and serving.
- ♦ History of providing clean, polite, and positive communication with diverse guests and co-worker to ensure seamless order placement
- ♦ Trained in **TIPS** and **TOPS** (Alcohol Awareness)
- ♦ Valid **California Food Handler Card**

WORKING EXPERIENCE

THE CANYON STAR STEAKHOUSE, Grand Canyon, AZ, Restaurant Supervisor/Waiter August 2015 - Present
GLORY DAYS RESTAURANT AND GRILL, Ranson, WV, Waiter January 2105- August 2015 (Seasonal)
SPORTS ZONE, Albany, NY, Store Manager, 2013 - 2015
BISTRO CHEZ LUCIENNE, New York, NY, Server, 2012 - 2013
THE AILEY EXTENSION, New York, NY, Receptionist 2012 - 2013
L'ARTE DEL GELATO, New York, NY, Waiter 2010 - 2013
CARLYLE HOTEL, New York, NY, Event Manager 2011 Seasonal
PIZZERIA SANTO STEFANO, Bari, Italy, Server, 2008 - 2009

ADDITIONAL EXPERIENCE

Professionally trained in Performing Arts.
Certificate Program "Alvin Ailey Dance Theatre"
Diploma in Dance "Unika Accademy" National School in Italy

EDUCATION

BSBA in **Computer Science**, University of the People, California (Current)
Voice, New York Vocal Coaching, New York, NY 2011-2013
Dance, The Ailey School, New York, NY, 2013
Science and Physics, A.Scacchi High School, Bari, Italy

Name Luis Alvarado

Servers Test

Score / 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
- 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
- A 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
- 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

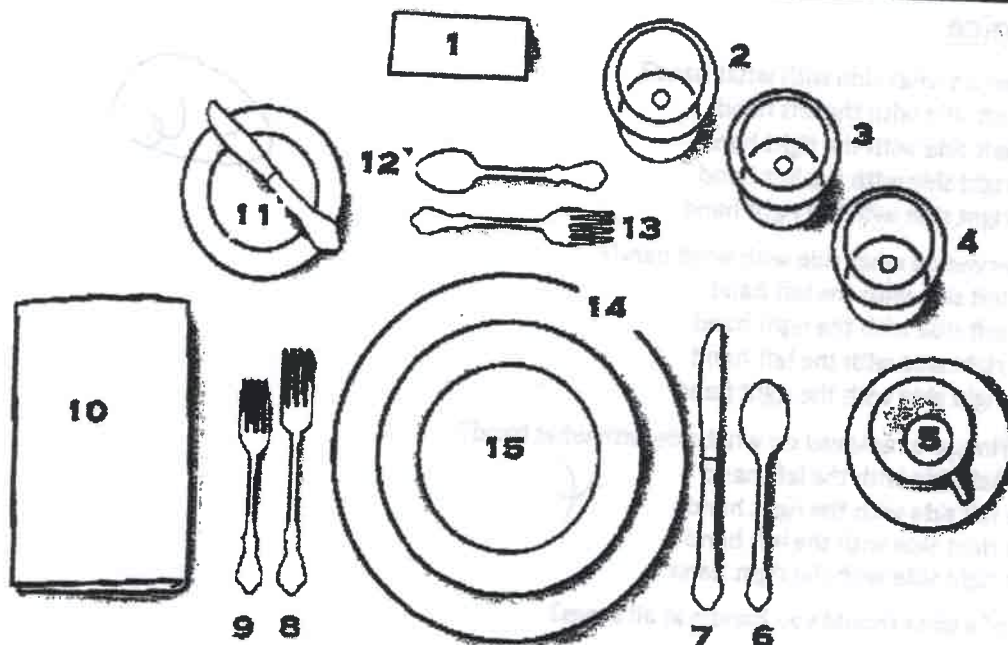
- D Scullery
E Queen Mary
A Chaffing Dish
G French Passing
B Russian Service
F Corkscrew
C Tray Jack

- H 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 Lisa Turner

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

12 ✓ Soup Spoon

15 Salad Plate

2 ✓ Water Glass

8 Dinner Fork

5 Tea or Coffee Cup and Saucer

7 Dinner Knife

3 ✓ Wine Glass (Red)

9 Salad Fork

14 Service Plate

4 ✓ Wine Glass (White)

Fill in the Blank

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Milk
- Synchronized service is when: More servers for table and guests are served their meal at same time.
- What is generally indicated on the name placard other than the name? _____
- 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?
Inform the kitchen