

# Maria Cortez

San Francisco, CA  
mc6803033@gmail.com — 650.389.3061

## SUMMARY OF QUALIFICATIONS

- Over 13 years working in hotel and hospitality services.
- Over 13 years as customer service agent.
- Over 13 years as a kitchen helper.
- Self-motivated, honest and dependable.
- Able to prioritize delegate and motivate. Supervisory and monitoring.
- Capable of easily and confidently adjusting to change in the work place.
- Extensive knowledge of kitchen equipment and sanitation guidelines.
- Computer literate: knowledge of computer basics, Internet, e-mail and basic word.
- Responsible, resourceful, and well organized. Inventory, staging, and stock.
- Operate janitorial and custodian equipment. Able to mix cleaning solutions.
- Bilingual: English and Spanish.

## WORK EXPERIENCE

### *Cook*

**Kanoya Japanese Food, Millbrae, CA**

Apr 2016 – Jul 2016

- Seasoned and cooked food according to chef.
- Portioned, arranged and garnished food.
- Carved and trimmed meats, vegetable for hot or cold service.
- Worked cooperatively with staff and chef.
- Responsible for helping in cleaning and keeping the work area neat.

### *Customer Service/Crew Person*

**Jack In The Box, Sacramento, CA**

Aug 2015 – Nov 2015

- Communicated with customers regarding orders, comments and complaints.
- Prepared daily food items, using proper safety precautions and sanitary measures.
- Planned, and prepared food for customers at drive through windows.
- Cleaned and sanitized work areas, equipment, utensils, dishes and silverware.

### *Banquet/Utility Steward*

**Starwood Hotel, San Francisco, CA**

Jan 2003 – Jan 2012

- Wiped tables seats with dampened cloths and replace dirty tablecloths.
- Set tables with clean linens, condiments. Located items requested by customers.
- Maintained adequate supplies of items and performed inventory.
- Polished counters, shelves, furniture, and equipment; mop and vacuum floors.
- Carried trays from food counters to cafeteria. Served food to help waiters or waitresses.
- Performed serving, cleaning, or stocking duties in cafeterias or dining rooms, to facilitate customer service.

## EDUCATION

Unified School Canton, El Cuco,  
High School San Miguel, El Salvador

1988



**Multiple Choice (1 point each)**

- 0 1) A gallon is equal to \_\_\_\_\_ ounces
- a. 56
  - b. 145
  - c. 32
  - d. 128
- 2 2) Mesclun are what type of vegetable?
- a. Roots
  - b. Beans
  - c. Salad Greens
  - d. Spices
- \_\_\_\_\_ 3) What does the term braise mean?
- a. Sear quickly on both sides
  - b. Slowly cook in covered pan with little liquid
  - c. Cook on high heat and quickly
  - d. Slowly cook in simmering water
- \_\_\_\_\_ 4) At what internal temperature must chicken be cooked so that it is safe to eat?
- a. 155 degrees F
  - b. 165 degrees F
  - c. 175 degrees F
  - d. 185 degrees F
- \_\_\_\_\_ 5) How do you blanch vegetables?
- a. Immerse for a short time in boiling water
  - b. Cook lightly in butter over med heat
  - c. Soak in cold water overnight
  - d. Rub with salt before cooking
- 6 6) Which of the following ingredients would you pack before measuring?
- a. Olive Oil
  - b. Salt
  - c. Brown Sugar
  - d. White Sugar
- 6 7) What is Al Dente?
- a. Firm but not hard
  - b. Soft to the touch
  - c. Very hard
  - d. Very soft
- d 8) Food should be left out no more than
- a. 2 hours
  - b. 3 hours
  - c. 4 hours
  - d. 5 hours

## Prep Cooks Test

- 9) Which is the improper way to thaw frozen food?
- a. In the fridge
  - b. In a sink with cold water
  - c. On the counter
  - d. In the microwave
- 10) Which of the following can you use to put out a grease fire?
- a. Baking Soda
  - b. Baking Powder
  - c. Flour
  - d. Water
- 11) What is the temperature range of the danger zone?
- a. 25-135
  - b. 40-140
  - c. 50-160
  - d. 30-130
- 12) Which of the following is listed from smallest to largest?
- a. Dice, chop, mince
  - b. Mince, chop, dice
  - c. Chop, dice, Mince
  - d. Mince, dice, chop
- 13) Which direction should pan handles be turned while cooking on the stove?
- a. Over the fire at all times
  - b. Turned towards you for better control
  - c. Turned towards the right or left at all times
  - d. Over the countertop at all times
- 14) When you poach something, you cook it with what?
- a. Noodles
  - b. Vegetables
  - c. Liquid
  - d. Oil
- 15) Which spoon is used to remove fat from soups and stews
- a. Basting Spoon
  - b. Ladle
  - c. Slotted Spoon
  - d. Portion Spoon
- 16) Which of the following means to cook in a small amount of fat?
- a. Season
  - b. Sauté
  - c. Broil
  - d. Boil
  - e. Fry

## Prep Cooks Test

- \_\_\_\_\_ 17) What is a Julien cut?
- a. Food cut into long thin strips, matchstick
  - b. Food cut into long thin strips then turned and cut into a 1/8' dice
  - c. Food diced into finely chopped and uniform pieces
  - d. Cutting and peeling into oblong seven sided football like shapes
- \_\_\_\_\_ 18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.
- a. Sweat
  - b. Boil
  - c. Roast
  - d. Grill

**Fill-in the Blank** (1 point each)

- 19) \_\_\_\_\_ & \_\_\_\_\_ are the basic seasoning ingredients for all savory recipes.
- 20) \_\_\_\_\_: to cut into very small pieces when uniformity of size and shape is not important.

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## Prep Cooks Test

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  - Slotted Spoon
  - Portion Spoon
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- Season
  - Sauté
  - Broil
  - Boil
  - Fry



## Grill Cooks Test

c 10) Food-handling gloves must be changed frequently and also:

- a) After handling garbage
- b) After every break
- c) After picking things up off the floor
- d) Between handling raw and cooked foods
- e) All of the above

a 11) A Julienne is:

- a) to cut food into 1 inch X 1 inch cubes
- b) A cooking method using high heat
- c) To cut food into 1/8 X 1/8 slices
- d) A rough cutting method producing oblong shapes

12) A gallon is equal to \_\_\_\_\_ ounces

- a) 56
- b) 145
- c) 32
- d) 128

13) How many cups are in a quart?

- a) 2
- b) 4
- c) 6
- d) 8

14) A Chiffonade is:

- a) To slice an herb or leafy vegetable into thin ribbons
- b) To de bone a fish
- c) Another name for parchment paper
- d) To cook food in liquid, or at just below the boiling point

15) Potentially hazardous hot foods must be maintained at an internal temperature of \_\_\_\_\_ or higher to be safe

- a) 145° F
- b) 135° F
- c) 160° F
- d) 180° F

b 16) Which of the following explains the process of poaching?

- a) Poke poultry on the thickest part in order to make sure it's tender
- b) To cook food in an oven that has reached 350° F
- c) Cook gently in water that is hot but not boiling (160°-180°)
- d) Submerge protein in boiling liquid to speed cooking time

17) If a recipe calls for 16oz of mirepoix, how many ounces of onion, celery, and carrots do you need?

- a) 8 oz of celery, 4 oz of onion, 4 oz of carrot
- b) 4 oz of celery, 8 oz of carrot, 4 oz of onion
- c) 4 oz of celery, 8 oz of onion, 4 oz of carrot
- d) 2 oz of celery, 10 oz of carrot, 2 oz of onion

18) Which of the following best describes braising?

- a) To cook quickly in a pan on top of the stove until food is browned
- b) Process through which natural sugars in food become browned and flavorful while cooking
- c) Cooking method by which food is browned in fat, then cooked, tightly covered, in liquid at low heat
- d) To plunge food into boiling water briefly, then into cold water to stop the cooking process

**Multiple Choice Test (1 point each)**

- 2 1) How much time should you take to wash your hands with soap?
- a) 1 minute
  - b) 20 seconds
  - c) Time does not matter, water temperature does
  - d) 5 minutes
- 6 2) The recommended temperature for your refrigerator is...
- a) 45°F
  - b) 50°F
  - c) 40°F
  - d) 20°F
- 2 3) Food handlers must always wash their hands
- a) Before starting work
  - b) Switching between handling raw and ready-to-eat food
  - c) After going to the restrooms
  - d) All of the above
- 2 4) The most important reason for having food handlers wear hair restraints is to
- a) Prevent food from getting into food handlers' hair
  - b) Prevent food handlers from contaminating their hands by touching their hair
  - c) Keep the food handlers' hair in place
  - d) None of the above
- 2 5) Which of these conditions requires immediate corrective action?
- a) Packaged food items are stored at least 6 inches above the floor
  - b) Ice is being used to cool beef stew in a shallow pan
  - c) Raw meats are stored on a shelf above ready-to-eat egg salad in the walk-in cooler
  - d) Raw fish is stored above raw chicken in the walk-in freezer
- 2 6) Bacteria grow best in the temperature "danger zone" which includes temperatures between?
- a) 0°F and 100°F
  - b) 32°F and 220°F
  - c) 41°F and 135°F
  - d) 39°F and 178°F
- 6 7) After cutting raw chicken, what should be done before the cutting board is used for slicing onions for salad?
- a) Clean the cutting board with a wet wiping cloth
  - b) Turn the board over and use the other side
  - c) Rinse the board with running water
  - d) Wash, rinse, and sanitize the board prior to slicing the onions
- 2 8) Which of the following is NOT an approved method to thaw potentially hazardous foods?
- a) In a microwave oven
  - b) During the cooking process
  - c) Under cool running water
  - d) On a clean counter, at room temperature
- 2 9) Wiping cloths stored submerged in a bucket of sanitizing solution are for:
- a) Wiping spills only
  - b) Washing hands if the hand sinks are too far away
  - c) Sanitizing the blade of utensils such as knives
  - d) Maintaining moisture on the wiping cloth

## Grill Cooks Test

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19) Which of the following best describes the process of Caramelization?

- a) To cook quickly in a pan on top of the stove until food is browned
- b) Process through which natural sugars in food become browned and flavorful while cooking
- c) Cooking method by which food is browned in fat, then cooked, tightly covered, in liquid at low heat
- d) To plunge food into boiling water briefly, then into cold water to stop the cooking process

d 20) What temperature should chicken be cooked to?

- a) 145°F
- b) 155°F
- c) 165°F
- d) 175°F

b 21) What temperature should ALL ground meat be cooked to?

- a) 145°F
- b) 155°F
- c) 165°F
- d) 175°F

a 22) What temperature should fish be cooked to?

- a) 145°F
- b) 155°F
- c) 165°F
- d) 175°F

23) What is a roux and what is it used for? (2 points)

24) What is the process of making clarified butter, and why is clarified butter used? (3 points)

25) What are the 5 mother sauces? (5 points)

- 1.
- 2.
- 3.
- 4.
- 5.

26) What does it mean to season a grill and why is this process important? (3 points)

27) What are the ingredients in Hollandaise sauce? (5 points)

The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that proper record-keeping is essential for the transparency and accountability of the organization. The document also mentions that all records should be kept for a minimum of five years.

In addition, the document outlines the procedures for handling confidential information. It states that all confidential data must be stored securely and accessed only by authorized personnel. The document also mentions that any breach of confidentiality must be reported immediately to the appropriate authorities.

The document also discusses the importance of regular audits and reviews. It states that audits should be conducted at least once a year to ensure that all records are accurate and up-to-date. The document also mentions that any discrepancies found during an audit should be investigated and corrected immediately.

Finally, the document concludes by stating that all employees are responsible for ensuring the accuracy and integrity of the organization's records. It emphasizes that proper record-keeping is a key component of good governance and is essential for the long-term success of the organization.

The document is signed by the Chief Executive Officer, who is responsible for ensuring that all records are maintained in accordance with the organization's policies and procedures.

The document is dated 15th March 2024 and is valid for a period of five years from the date of signing.

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Name \_\_\_\_\_

**Servers Test**

Score / 35

**Multiple Choice**

40%

- 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
- 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
- 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

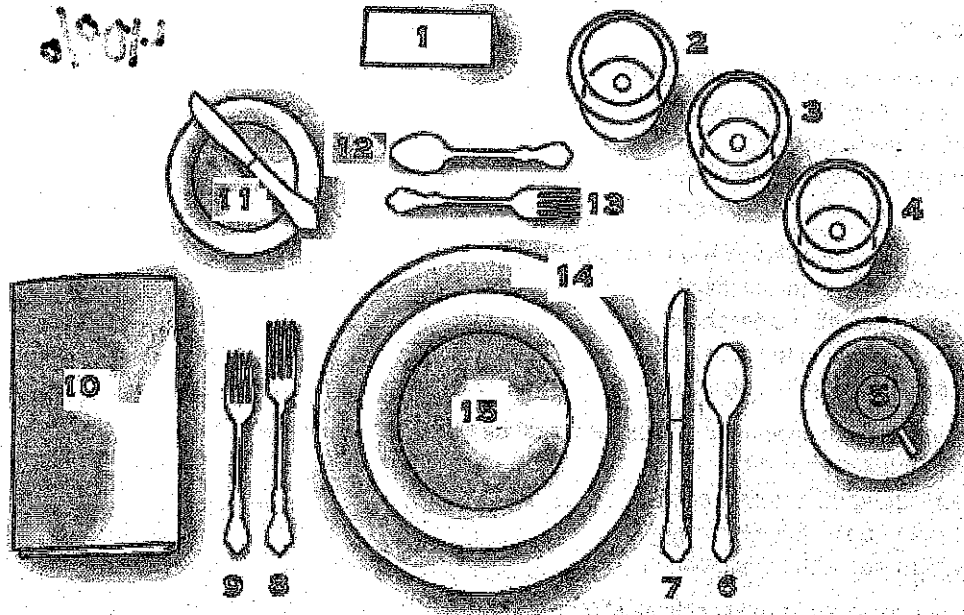
**Match the Correct Vocabulary**

- |                          |   |
|--------------------------|---|
| <u>✓</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>✓</u> 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) |
| <u>✓</u> Chaffing Dish   | C. Used to hold a large tray on the dining floor  |
| <u>✓</u> French Passing  | D. Area for dirty dishware and glasses  |
| <u>✓</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>✓</u> Corkscrew       | F. Used to open bottles of wine   |
| <u>✓</u> 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>4</u>  | Wine Glass (Red)             |
| <u>9</u>  | Dessert Fork          | <u>13</u> | Salad Fork                   |
| <u>6</u>  | Soup Spoon            | <u>15</u> | Service Plate                |
| <u>14</u> | Salad Plate           | <u>3</u>  | Wine Glass (White)           |
| <u>2</u>  | Water Glass           |           |                              |

**Fill in the Blank**

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