

Maria Cortez

San Francisco, CA
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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



Prep Cooks Test

Score / 20

Multiple Choice (1 point each)

6 1) A gallon is equal to ____ ounces
a. 56
b. 145
c. 32
d. 128

7 2) Mesclun are what type of vegetable?
a. Roots
b. Beans
c. Salad Greens
d. Spices

8 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

9 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

10 5) How do you blanche 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

11 6) Which of the following ingredients would you pack before measuring?
a. Olive Oil
b. Salt
c. Brown Sugar
d. White Sugar

12 7) What is Al Dente?
a. Firm but not hard
b. Soft to the touch
c. Very hard
d. Very soft

13 8) Food should be left out no more than
a. 2 hours
b. 3 hours
c. 4 hours
d. 5 hours

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.

Multiple Choice (1 point each)

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d. 128
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- c. Turned towards the right or left at all times
- d. Over the countertop at all times

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- 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

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)

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

2) The recommended temperature for your refrigerator is...

- a) 45°F
- b) 50°F
- c) 40°F
- d) 20°F

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

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

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

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

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

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

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

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

20) What temperature should chicken be cooked to?

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

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

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

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)

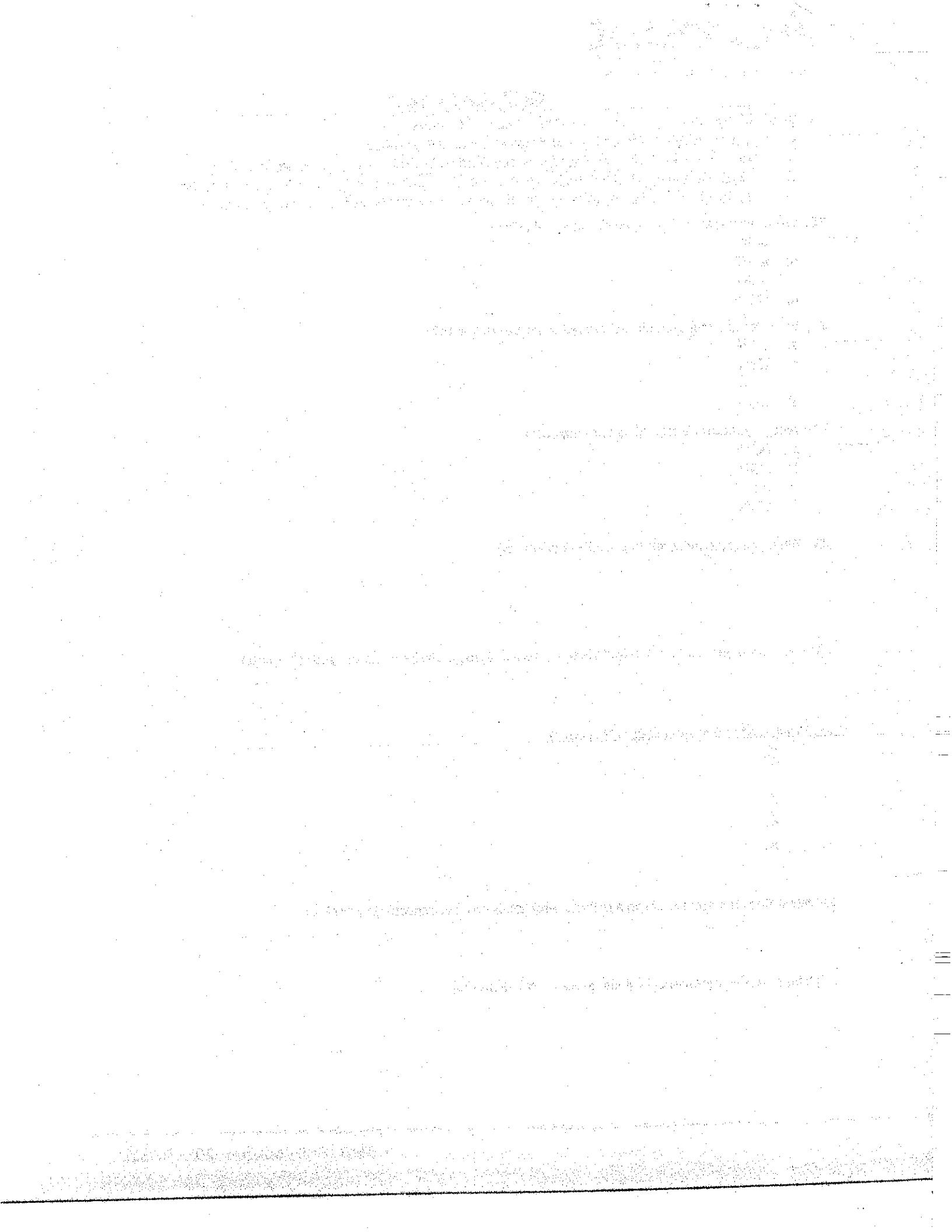
24) What is the process of making clarified butter, and why is clarified butter used? (3 points)

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)



400%

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

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

D 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 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

Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

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)

Chaffing Dish

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

French Passing

D. Area for dirty dishware and glasses

Russian Service

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

Corkscrew

F. Used to open bottles of wine

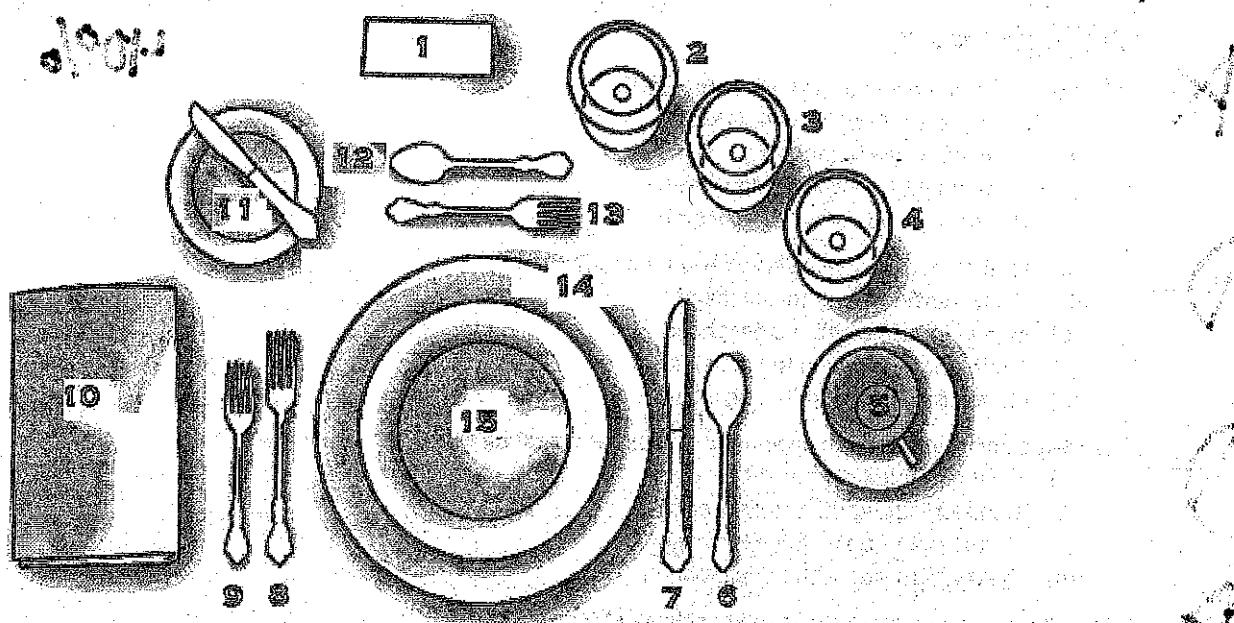
Tray Jack

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>2</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

1. The utensils are placed _____ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? _____
3. Synchronized service is when: _____
4. What is generally indicated on the name placard other than the name? _____
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? _____