

## **ALEX WILLINGHAM**

1724 HIGHLAND AVENUE HOLLYWOOD CALIFORNIA 90028 PHONE 469-779-5737

### **PROFESSIONAL EXPERIENCE**

EVENT & DESIGN COORDINATOR  
*TLC Creative Works*

2009 - PRESENT  
*Dallas, Texas*

- Create event theme and designs
- Prepare and organize equipment for each event
- Create food arrangement displays

A.M. SERVER/BARISTA  
*Hyatt Regency DFW*

2012 -2015  
*Addison, Texas*

- Consistently offering warm, personal, and engaging service to create a meaningful guest experience
- Assisting guests in a knowledgeable and helpful way
- Following outlet policies, procedures and service standards
- Up-to-date knowledge of menu items and their contents and preparation methods
- Following all safety and sanitation policies when handling food and beverage

#### Qualifications:

- Micros and Aloha Point of Sales experience
- Excellent communication and organizational skills
- Strong interpersonal and problem solving abilities
- Highly responsible and reliable
- Thrives under pressure in a fast paced environment
- Ability to work cohesively with fellow colleagues as part of a team
- Ability to focus on guest needs, remaining calm and courteous at all times.

FOH COORDINATOR/BARTENDER  
*Chef Pete Catering & Ice Sculptures*

2007 - 2013  
*Addison, Texas*

- Inventory and distribute alcohol and beverages to all bars
- Organize equipment and supplies for each event
- Deliver equipment and supplies to event venue for pre-set
- Create and update beverage recipes

DRA DEPARTMENT TRAINER / MARKETING / PROMOTIONS  
*Sweet Tomatoes*

2007 - 2010  
*Dallas, Texas*

- Promoted our on-line Club Veggie program
- Educated area companies about our restaurant
- Organized marketing events for health fairs and charities

### **EDUCATION**

ASSOCIATE OF ARTS DEGREE & FASHION DESIGN  
*Bauder College*

1989 - 1992  
*Fort Lauderdale, Florida*



## Servers Test

### 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

A  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

A  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

A  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

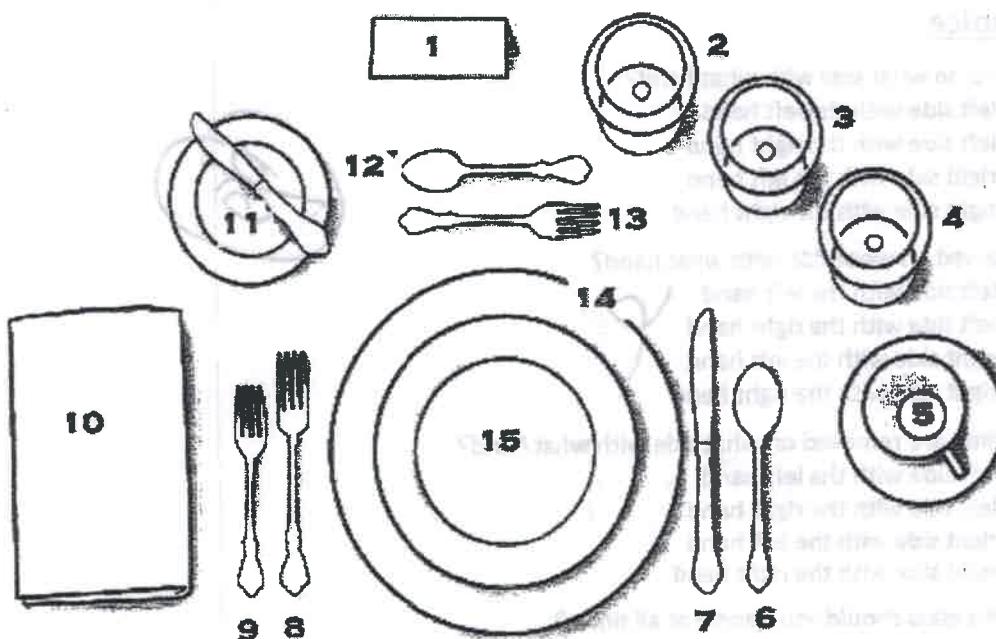
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### Match the Correct Vocabulary

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

A. 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

**Servers Test**



**Match the Number to the Correct Vocabulary**

16 Napkin

11 Bread Plate and Knife

1 Name Place Card

4 Teaspoon

13 Dessert Fork

12 0 Soup Spoon

15 Salad Plate

34 Water Glass

6 Dinner Fork

5 Tea or Coffee Cup and Saucer

7 Dinner Knife

3 4 Wine Glass (Red)

1 Salad Fork

14 Service Plate

4 8 Wine Glass (White)

**Fill in the Blank**

1. The utensils are placed one inches inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream sugar
3. Synchronized service is when: when every guest at the table is served at the same time
4. What is generally indicated on the name placard other than the name? seat #
5. The Protein on a plate is typically served at what hour on the clock? 6 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Tell the Chef