

# Rob Flate

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## personal statement:

In my years of restaurant service the most important thing I've learned is for every action I take to be intended to provide a great customer experience. When this is the goal, the details and the tasks take care of themselves. Rather than a laundry list of to-dos (greet, offer drink, return to check on them, offer another drink, etc.), that too often result in stale, robotic service, I concentrate my attention on the end goal of a customer who enjoyed their time at my restaurant. This attitude results in customers who come back.

## experience:

### **Blu Jam Café** (Sherman Oaks) – Server

5/13-current

all general server duties, opening and closing

### **Doughboys Cafe** (Los Angeles) – Assistant Manager, Server

10/05 – 1/14

#### **Manager duties:**

- In charge of staff, running breaks and cut times and delegating duties
- ensuring restaurant cleanliness, dress code and other policies are adhered to
- ensuring restaurant is closed properly, set up for next day and locked up
- handling customers – upsets, special requests, etc.
- handling staff – dispensing tips, managing breaks and cut times
- closing duties – collecting and counting cash from staff, running end-of-day reports and credit cards, verifying petty cash at end of day

serving, bussing, cash register, barista, serving 13+ tables, highest tip-average server at the restaurant

### **Bottega Louie** (Los Angeles) – Backserver

03/09 – 08/09

wine service, barista, assisting server

### **Blue Tiger** (Vail, CO) – Server, ski season

12/04 – 1/05

serving, wine service, bussing, cash

### **Café Tartine** (Los Angeles) – Server

6/04 – 12/04

serving, bussing, cash, opening and closing restaurant, barista



**Hennesey's** (Mammoth Lakes) – Server, ski season

1/04 – 5/04

serving, drink service, handling many customers in very busy bar section, closing restaurant

\*other employment history available in food service and other fields

**skills:**

15+ years server experience, good communicator, friendly, helpful, computer savvy, loves food, trained on Aldelo, Aloha, WaiterPalm, Squirrel and PosiTouch

**references:**

Daniel Blam – GM Blu Jam Cafe

(818) 906-1955

Reggie Currely – GM Blu Jam Cafe

(310) 493-2975

Derek Peyrot – GM Doughboys Cafe

(323) 852-1020



Name Brian Fure  
Score / 35

## 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
- 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
- b. 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

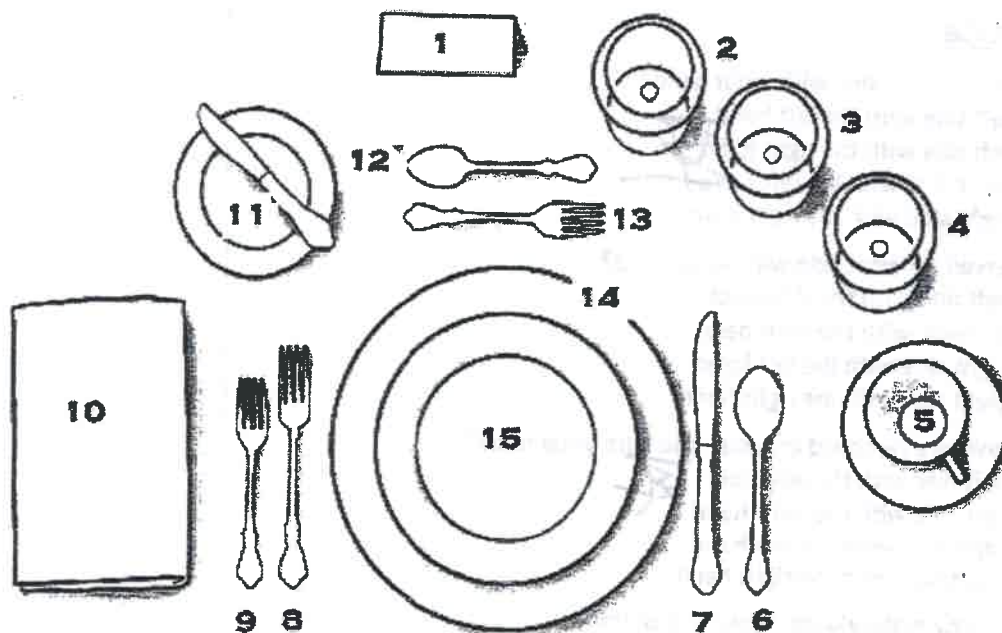
### Match the Correct Vocabulary

- |                          |   |
|--------------------------|---|
| <u>D.</u> Scullery       | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</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>A.</u> Chaffing Dish  | C. Used to hold a large tray on the dining floor  |
| <u>B</u> French Passing  | D. Area for dirty dishware and glasses  |
| <u>G</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>F.</u> Corkscrew      | F. Used to open bottles of wine   |
| <u>C.</u> Tray Jack      | G. Style of dining in which the courses come out one at a time  |

Name Robert Lure

## 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

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar & cream
- 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?

let the chef know / M.O.D. know