

# MAUREEN MEDDERS

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## *A Highly Dedicated Customer Service Professional with a Strong Background Spanning 30 Years*

- Strong work ethic, with reputation for professionalism, integrity, and reliability.
- Cooperative and positive team player; an eagerness to learn and demonstrated ability to improvise, prioritize, and meet demanding deadlines in a fast paced environment.
- Motivational leader; successful in program coordination, event planning, and team building with proven ability to rapidly master new tools and processes.
- Excellent verbal and written communication skills, able to effectively communicate with a diverse range of people at all levels of an organization in various industries.
- Highly extensive customer service knowledge and proven ability to find solutions to process inefficiencies that contribute toward meeting a company's goals

## PROFESSIONAL EXPERIENCE

### ***MEDDERS PRIVATE CATERING***, Redwood City, CA

**1/10 – 8/15**

A private catering company servicing private home and small family events in the local bay area.

- Developed customized menus tailored to each client's needs and satisfied all requests in a timely fashion.
- Extensive work experience of catering at different ceremonies, different venues, and for various client types.
- Perfect knowledge of guest mentality attending a meal at a ceremony and having appropriate appearance.
- Good sense of foods from various cultures and backgrounds.
- Planned inventories and delivered ingredients to events to ensure proper quantities and quality.

### ***RENDEZVOUS YACHT TOURS***, San Francisco, CA

**1/02 – 1/07**

A private yacht touring company that provided scenic tours while dining.

- Coordinated and organized all aspects of onboard menus and daily server agendas.
- Maintained schedules for all restaurant employees and worked with captain on scheduling.
- Maintained prestigious image of the company through beautiful ambiance and professionalism

## EDUCATION

**Skyline College**, San Bruno, CA

**9/74 – 6/76**

**City College of San Francisco**, San Francisco, CA

**1/85 – 6/87**

*Certificate in Early Childhood Education*

**9/92 – 6/93**



**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

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

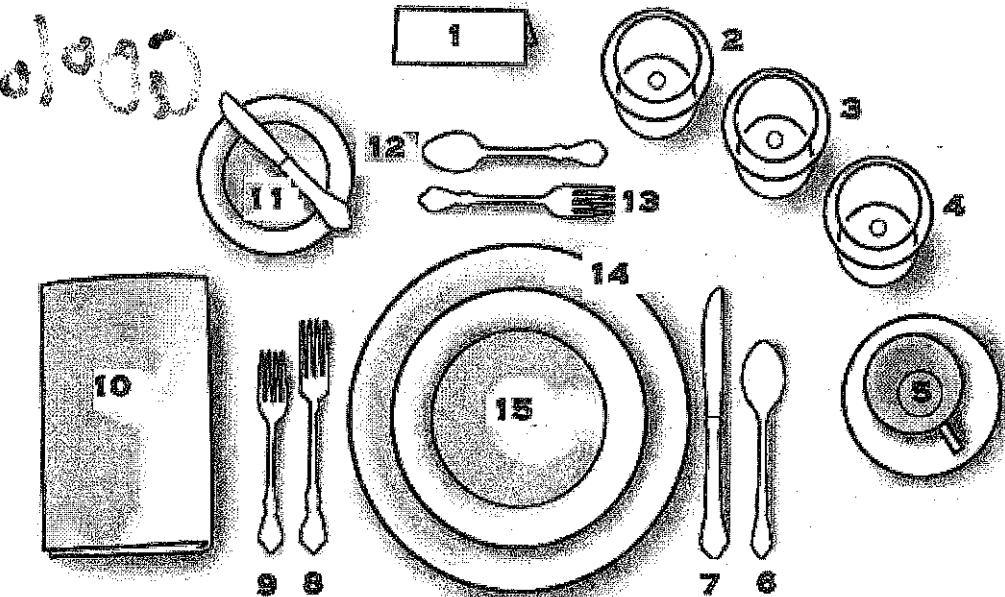
**Match the Correct Vocabulary**

<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>H</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 Maureen Medders

Score / 35

**Servers Test**



**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>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>4</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>2</u>	Water Glass		

**Fill in the Blank**

1. The utensils are placed 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? sugar, Cream & Sugar
3. Synchronized service is when: Working with other servers
4. What is generally indicated on the name placard other than the name? Business Name - Thank you
5. The Protein on a plate is typically served at what hour on the clock? 9:00
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Show specific menu / contact chef