

Frank Samuel Kouri

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Education

Des Moines Area Community College
• AA Degree in Liberal Arts

Graduated: Dec 2013

Roosevelt High School

Graduated: May 2005

Work experience

Server, Assistant Manager

Cowboys and Turbans (2815 Sunset Blvd)

Sept 2015-Sept 2016

- Lead server , took responsibility for Hiring and Terminating employees
- built great customer reputation and many repeat customers
- booked music artists, assigned many manager duties doing weekly projections and payroll

Owner Info: Baba Ji
310-980-4050

Server, Assistant Manager

Simons Restaurant

May 2012- August 2015

- ♦ Server, Bartender , multitasking in a very busy environment , taking orders, making special drinks, food delivery
- ♦ Responsible for all activities related to opening store including kitchen preparation, product display, and store cleanness
- ♦ Take and organize inventory
- ♦ Weekly computer projected store profits

Employer info: Simon
515-255-3725

Hospice Caregiver

Hospice Home Care

Oct 2013- Nov 2014

- ♦ 24/7 caretaker , help with all activities
- ♦ Organized and managed a strict daily routine
- ♦ Awareness at all times during the night in case of emergency

Employer info: Grace Sherer
515-707-7030

Server

Johnny's Italian Steakhouse (Heart of America Corp)

March 2012- Jan 2014

- ♦ Demonstrated strong customer service skills by going above and beyond for customers.
- ♦ Responsible for all activities related to opening store including kitchen preparation(server side), product display, and store cleanliness.
- ♦ Developed stronger knowledge on cuts of meat, wine, Banquet and Wedding preparation
- ♦ Consistently in top 5 or 30 servers in sales
- ♦ Built strong and meaningful relationships with clients and co-workers

Cook, Expo, Server

Sam and Gabe's Italian Bistro

May 2006- July 2011

- ♦ First fine dining experience
- ♦ Managed the runners , kitchen schedule, organized food output

Personal Attributes

- Problem solver, level-headed under stress, creative, personable, quick learner, positive work ethic, patient, and dependable, motivated and energized by the process of learning new skills

independent film projects

- "Where Are My Cigarettes" - A Dementia Awareness Documentary(Director,)

Frank Samuel Kouri

Frank Samuel Kouri, 1000 1st St. N. #100, Minneapolis, MN 55412

Education

Des Moines Community College
Associate's Degree in Business Administration
Graduated: Dec 2013

Graduated: May 2008

Work Experience

Server, Assistant Manager
Des Moines Community College
Graduated: May 2008

- Responsible for all customer service, including taking orders, preparing food, and ensuring customer satisfaction.
- Managed the bar area, including inventory and ordering.
- Assisted in the management of the restaurant's daily operations.

Simon Restaurant

May 2013 - August 2013

- Responsible for all customer service, including taking orders, preparing food, and ensuring customer satisfaction.
- Managed the bar area, including inventory and ordering.
- Assisted in the management of the restaurant's daily operations.

Manager, Simon Restaurant

Jan 2014 - May 2014

- Managed all aspects of the restaurant's daily operations, including inventory, ordering, and customer service.
- Assisted in the management of the restaurant's daily operations.

Johnny's Italian Steakhouse (Part of American Corp)

March 2013 - Jan 2014

- Responsible for all customer service, including taking orders, preparing food, and ensuring customer satisfaction.
- Managed the bar area, including inventory and ordering.
- Assisted in the management of the restaurant's daily operations.

Simon and Simon's Italian Bistro

May 2014 - Jan 2015

- Responsible for all customer service, including taking orders, preparing food, and ensuring customer satisfaction.
- Managed the bar area, including inventory and ordering.
- Assisted in the management of the restaurant's daily operations.

Personal Information

Problem - I am a person who is always looking for a challenge and I am always looking for a way to improve myself. I am always looking for a way to improve myself.

Independent film projects

Work on the project - I am always looking for a challenge and I am always looking for a way to improve myself. I am always looking for a way to improve myself.

Name Frank Kouri

Servers Test

Score / 35

Multiple Choice

- B 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
- C 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
- C 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

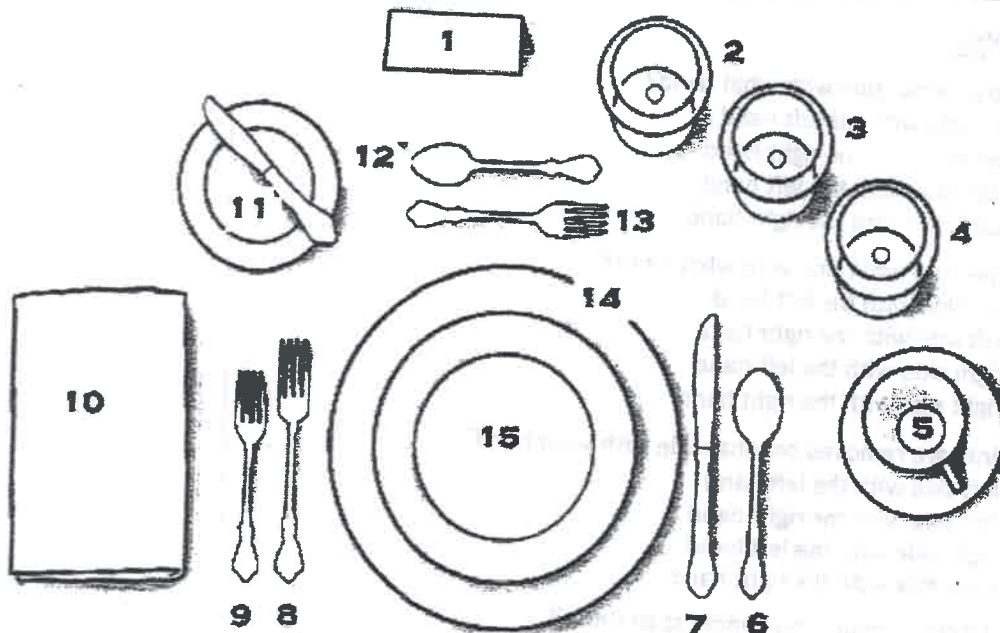
Match the Correct Vocabulary

- D Scullery
E Queen Mary
A Chaffing Dish
B French Passing
A 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

Name _____
Score / 35

Servers Test



Match the Number to the Correct Vocabulary

10
11
1
12
13
6
15
4

Napkin
Bread Plate and Knife
Name Place Card
Teaspoon
Dessert Fork
Soup Spoon
Salad Plate
Water Glass

8
5
7
2
9
14
3

Dinner Fork
Tea or Coffee Cup and Saucer
Dinner Knife
Wine Glass (Red)
Salad Fork
Service Plate
Wine Glass (White)

Fill in the Blank

- The utensils are placed 6 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar/creamer/milk
- Synchronized service is when: Everything has specific order from serving to clean up.
- What is generally indicated on the name placard other than the name? a color representing who ordered certain dishes.
- The Protein on a plate is typically served at what hour on the clock? 9 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Notify the expo