

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 - 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	Cowboys and Turbans (2815 Sunset Blvd) Owner Info: Baba Ji 310-980-4050	Sept 2015-Sept 2016
	Server, Assistant Manager ◆ 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 cleanliness ◆ Take and organize inventory ◆ Weekly computer projected store profits	Simons Restaurant Employer info: Simon 515-255-3725	May 2012- August 2015
	Hospice Caregiver ◆ 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	Hospice Home Care Employer info: Grace Sherer 515-707-7030	Oct 2013- Nov 2014
	Server ◆ 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	Johnny's Itailan Steakhouse (Heart of America Corp) March 2012- Jan 2014	
	Cook, Expo, Server ◆ First fine dining experience ◆ Managed the runners , kitchen schedule, organized food output	Sam and Gabe's Italian Bistro May 2006- July 2011	

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,)

Servers Test

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 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

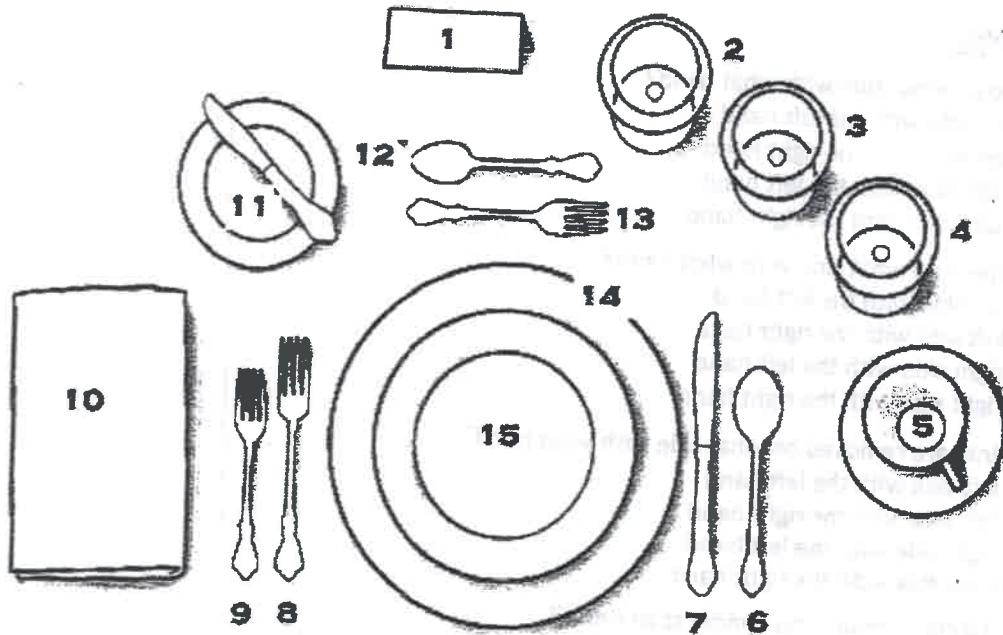
D Scullery
E Queen Mary
A Chaffing Dish
B French Passing
B Russian Service
F Corkscrew
C Tray Jack

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

Name _____

Score / 35

Servers Test



Match the Number to the Correct Vocabulary

10 Napkin

11 Bread Plate and Knife

1 Name Place Card

12 Teaspoon

13 Dessert Fork

6 Soup Spoon

15 Salad Plate

4 Water Glass

8 Dinner Fork

5 Tea or Coffee Cup and Saucer

7 Dinner Knife

2 Wine Glass (Red)

9 Salad Fork

14 Service Plate

3 Wine Glass (White)

Fill in the Blank

1. The utensils are placed 6 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? Sugar/creamer /milk

3. Synchronized service is when: Everything has specific order from serving to clean up

4. What is generally indicated on the name placard other than the name? a color, representing who ordered certain dishes

5. The Protein on a plate is typically served at what hour on the clock? 9 6 o'clock

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Notify the expo