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Objective

Obtain a full-time or Part-time position with a company that will promote personal and professional growth.

SUMMARY

Bilingual and goal oriented. Experience Bar Back/Bartender Busser/Server bringing enthusiasm, dedication and an exceptional work ethic. Fast worker who always goes the extra mile to sell more and keep customers happy. High energy and outgoing with a dedication to positive guest relations. Well-versed in customer service and specialty drink preparation.

Experience Primo Sport Bar & Grill - Anaheim, CA Jun 2016 - Sep 2016 Bar Back - Bartender

Responsibilities

- Consistently collect, wash, sanitize and restock all glass and barware for repeated bartender use.
- Make drinks (able to do more then 3 to 4 drinks at once)
- Very entertaining behind the bar on busy nights
- Efficiently and continuously re-stock bartender serving stations with liquor, ice, fruit, straws and napkins as necessary for bartender use.
- Perform general duties such as taking out trash, stocking restrooms, and complying with special requests set forth by management.
- Maintain ongoing daily "Out of Stock" supply list and "Weekly Alcohol Use" lists to help expedite supply orders.
- Execute weekly inventory of alcohol at all stations, liquor cage, walk-in cooler and liquor room for Bar Manager to place reorders.
- Receive and back-stock weekly alcohol and supply deliveries into assigned and allocated areas of the bar.
- Kept all station(s) stocked with inventory and ice-wells filled.
- Help direct and trained staff in prep, and adjustment to the flow of service.
- Checked customers ID to make sure they met the legal age requirement.

(I went to school for bartending, it help me getting to know all the drinks, bottles and of course knowing how much to pour in each drink and more....)

**Experience Plaza Bonita Mexican Restaurant –
Lake Havasu City, AZ
Nov 2015– Jun 2016
Busser/Server**

RESPONSABILITIES

- Works well under pressure
- Exceptional interpersonal Skills
- Sales techniques
- Upbeat, friendly, and positive
- Highly responsible and reliable
- Works as an outstanding team member
- Deliver exceptional, friendly and fast service
- Coordinated with other staff to bring customer satisfaction
- Responsible for cleanliness and neatness of customer table
- Give a good service for customer

**Experience The Converter Shop (TCS) –
Lake Havasu City, AZ
July 2013 - May 2015
Machinist**

Responsibilities

- Ordering Materials and Parts
- Shipping and Receiving
- Operate Drill Press
- Maintain shop equipment
- Customer Relations
- Maintain safety standards as per OSHA
- Facility Cleaning

Education Lake Havasu High School - Lake Havasu City, AZ
2010-2014 - General Education

Skills

**Versatile, Bilingual (Spanish & English)
Sales Experience**

General:

- Supporting Clients
- Strengths in customer service
- Client Relations
- Communication Skills
- Negotiations
- Quick learner & Hard Worker

References

Rusty Stewart - TCS Performance, Lake Havasu City, AZ
tcsperformance2180@yahoo.com (928) 453-4020

Karla Zuniga Manager - Plaza Bonita Mexican Restaurant
1621 Mcculloch blvd Lake Havasu AZ (928) 412-2356

Viane Mendizabal - Primo Sport Bart & Grill
195 W Center Street Promenade, Anaheim, CA (562) 335-4205

Servers Test

Score / 35

Multiple Choice

- _____  Food is served on what side with what hand?
- ☐ 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
- _____ 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
- _____ 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
- _____ 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
- _____ 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
- _____ 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

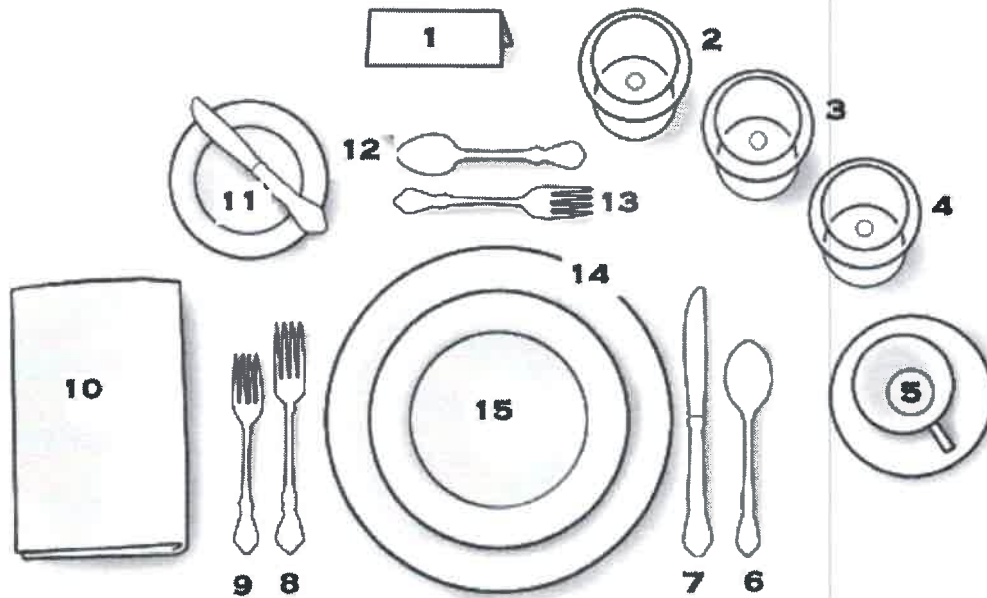
- DA Scullery
- EC Queen Mary
- TD Chaffing Dish
- B French Passing
- G Russian Service
- F Corkscrew
- CE Tray Jack

- A Metal buffet device used to keep food warm by heating it over warmed water
- X 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 Andre Tapia

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>2</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>3</u>	Wine Glass (White)
<u>4</u>	Water Glass		

Fill in the Blank

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