

Name Ramberto AWARENGA
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
- 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

(-3)

Match the Correct Vocabulary

D Scullery

DE Queen Mary

A Chaffing Dish

G French Passing

B Russian Service

F Corkscrew

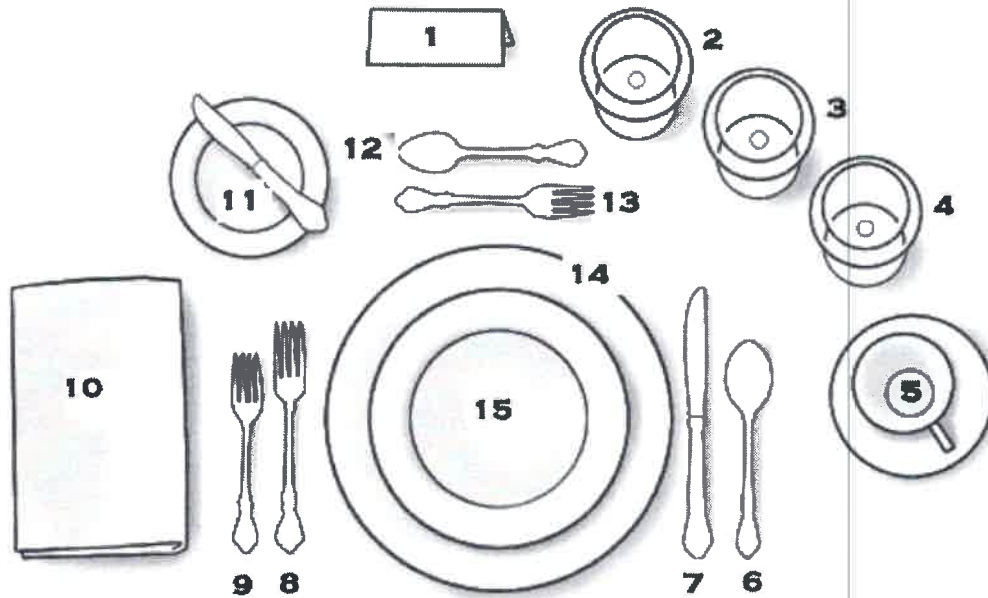
C Tray Jack

- 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 Renberto Awareness

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>4</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>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? milk & sugar
- Synchronized service is when: All entrees served at same time
- What is generally indicated on the name placard other than the name? Company Name
- The Protein on a plate is typically served at what hour on the clock? 1st hour
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Inform Cook and Expediter

REMBERTO ALVARENGA

13488 Terra Bella St. #24 Pacoima, CA 91331 | ultimate117@gmail.com | 818-472-3320

OBJECTIVE | To obtain a job that will challenge me and allow me to use my education, skills and past experiences in a way that is mutually beneficial to both myself and my employer and allow for future growth and advancement.

SKILLS & ABILITIES |

- Years of customer service experience
- Cash handling experience
- Warehouse experience in sorting, packaging, shipping & receiving, inventory, and replenishing office and construction supplies.
- 3 Years forklift experience
- Experience in audio/ visual installation as well as in home media and networking installation, maintenance and troubleshooting
- Food handling and alcohol serving experience. Serve Safe & TIPS training certified
- Degree in network administration, light experience with photoshop, word, excel, and ability to build, maintain and repair computer equipment

EXPERIENCE | SALES FLOOR ASSOCIATE, TARGET CORPORATION
[OCT 2003 - AUG 2005]

Stocking and inventory of merchandise. Sorting and distributing to departments. Cashier duties.

SHIPPING & RECEIVING, TODD'S PIPE & SUPPLY
[SEP 2005 - OCT 2007]

Order pulling using an RF gun. Packing, prepping pallets for shipping. Loading pallets and construction material onto trucks for delivery using a forklift.

CABLE TV/ PHONE/ DATA CONTRACTOR, MULTI CABLE INC.
[OCT 2007 – SEP 2008]

Installation of cable television, phone and internet. Troubleshooting of equipment and light repair of computer hardware. Light construction of walls and flooring. Laying cable and data lines through attics, walls, and crawl spaces in residential home and commercial buildings.

ROOM SERVICE, DAILY GRILL & MARIOTT HOTEL
[SEP 2008 – AUG 2015]

Morning supervisor. Order taking through phone, hotel floor and restaurant. Light food preparation. Food delivery to rooms and meeting offices. Cashier duties when needed. Back up server on busy days in restaurant. Hosting and catering hotel banquet halls. Training new team members.

WOOD FLOORING MANUFACTURING, CHATEAU NAPOLEON FLOORING
[AUG 2015 – CURRENT]

Sanding, wire brushing and prepping hardwood. Staining and dyeing wood for color. Finishing and treating wood. Packaging product to be shipped. Ordering of new product and construction supplies. Training of new employees.

EDUCATION | SAN FERNANDO HIGH SCHOOL, SAN FERNANDO VALLEY, CA
DIPLOMA - 2001
GPA 3.8

UNITED EDUCATION INSTITUTE, VAN NUYS, CA
ASSOCIATES IN NETWORK ADMINISTRATION - 2002
GPA: 4.0

COMMUNICATION |

- Customer service in hotels, restaurants, and retail. Learning to work in high-stress situations and being able to diffuse customer complaints in a professional manner.
- Managing and catering small parties and company meetings for hotels and ballrooms
- Years of experience working with people in their private homes as well as in company offices installing TV, Phone, and internet.

LEADERSHIP |

Over 5 years managing small staff in food industry.

1 year managing team in hardwood flooring manufacture and shipping.

REFERENCES |

MOISES VENEGAS, ROOM SERVICE MANAGER

GRILL CONCEPTS

818-429-3345

