

4111 W. Rosecrans Ave Apt #14
Hawthorne, CA 90250
(310)469-8281
Friased07@yahoo.com

EDUARDO FRIAS

OBJECTIVE	I would like a part time position in hospitality.
SKILLS & ABILITIES	I have over sixteen years of accumulated and invaluable customer service experience through volunteering, retail, parks & recreation, and restaurant service.
EXPERIENCE	<p>CHART HOUSE RESTAURANT MARINA DEL REY</p> <p>June 2010- Currently Employed</p> <p>I am a certified server trainer. I am responsible for training new servers on our restaurant's high end serving standards, food, and wine. I am responsible for ensuring that our guest are informed about our high quality food, wine, deserts, and after dinner drinks. My managers receive plenty of positive feedback from our guest about my quality service.</p> <p>CHART HOUSE RESTAURANT REDONDO BEACH</p> <p>February 2007- June 2010</p> <p>I was responsible for answering phones, taking reservations, running food, bussing tables, and running drinks. I quickly moved from host, expo, bus boy, and cocktail server to main dining room floor server in one month. I was responsible for informing guest about our consistently changing fresh seafood and steaks. I learned fast and earned the managers and guest trust in my service.</p>
EDUCATION	<p>CAL STATE UNIVERSITY DOMINGUEZ HILLS- BACHELOR DEGREE, 2011</p> <p>I was on the Dean's List for the four consecutive semesters I attended.</p>
COMMUNICATION	I had a guest that wanted strawberries and the restaurant was out of them. I ran to two local stores and brought back a batch of strawberries with the approval of the general manager. The guest were very satisfied with the customer service.
LEADERSHIP	I am a certified trainer for Landry's restaurants. I am responsible for checking servers in and out. I am also responsible for making sure the dining room is closed down properly. I am an expert on all of the restaurants food items, drinks, procedures, and service standards.

Servers Test

Multiple Choice

- 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

- 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 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

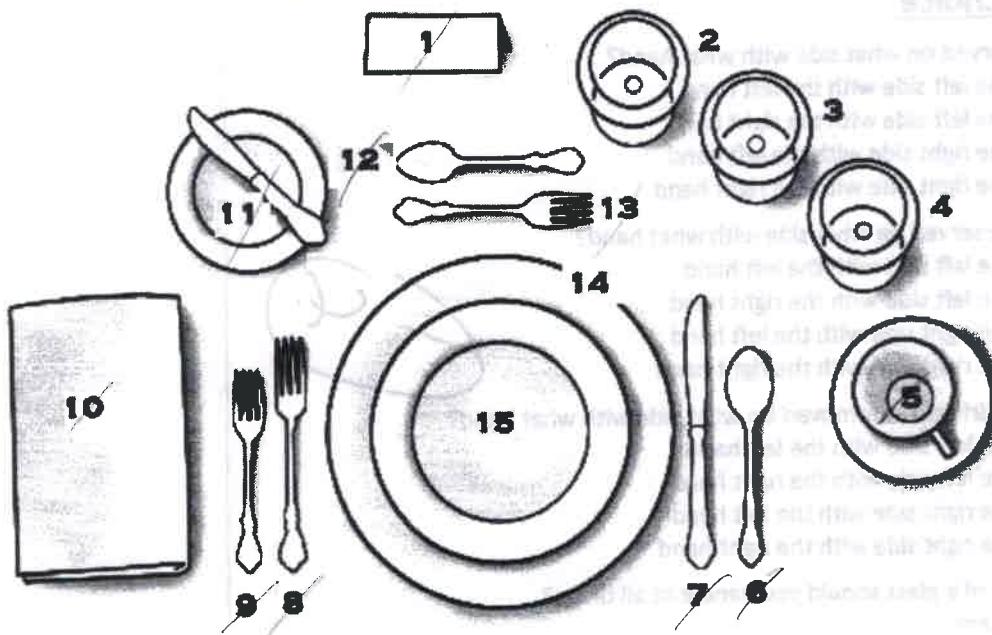
E.C.

Match the Correct Vocabulary

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

Servers Test



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin
<u>11</u>	Bread Plate and Knife
<u>12</u>	Name Place Card
<u>13</u>	Teaspoon
<u>14</u>	Dessert Fork
<u>15</u>	Soup Spoon
<u>1</u>	Salad Plate
<u>2</u>	Water Glass

<u>8</u>	<u>1</u>	Dinner Fork
<u>7</u>	<u>5</u>	Tea or Coffee Cup and Saucer
<u>3</u>	<u>7</u>	Dinner Knife
<u>9</u>	<u>2</u>	Wine Glass (Red)
<u>8</u>	<u>8</u>	Salad Fork
<u>14</u>	<u>14</u>	Service Plate
<u>3</u>	<u>10</u>	Wine Glass (White)

Fill in the Blank

1. The utensils are placed 1/2 inch inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras?

Cream & Sugar

3. Synchronized service is when: When the main dish & course are served together

Their meal & name

4. What is generally indicated on the name placard other than the name?

Sure time

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

6 pm

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

Inform them of our options or get a manager to attend them