

Victoria Murray

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Objectives

Seeking a fulfilling and challenging position which offers growth opportunities and career advancement, while allowing me to utilize my leadership skills and experience.

Employment History

401(k) Generation- *Customer Service Representative*

Orlando, Florida

June 2016- September 2016

- Promptly answered client questions and concerns over the phone/e-mail.
- Assisted clients in resolving plan issues properly.
- Consulted with clients to evaluate needs and determine best options.

Victor's Bar & Grill – *Bartender*

Hawthorne, New York

December 2015- May 2016

- Promptly served all food courses and alcoholic beverages to guest.
- Skillfully anticipated and addressed guests' service needs
- Welcomed and acknowledged all guests in a friendly, service oriented manner.

High Tide Harry's Seafood Restaurant- *Server/Hostess*

Orlando, Florida

January 2011 – August 2012

- Maintained knowledge of current menu items, garnishes, ingredients, and preparation methods.
- Delivered exceptional service by greeting and serving customers in a timely, friendly manner.
- Appropriately suggested additional items to customers to increase restaurant sales.
- Effectively communicated with kitchen staff regarding customer allergies, dietary needs, and other specific request.

Chilly Spoons Frozen Yogurt Bar- *Cashier*

Orlando, Florida

March 2010 – January 2011

- Managed closing duties, including restocking items and reconciliation of the cash drawer.
- Often worked alone and was responsible for the well-being of the entire establishment.

Education

New York University

Bachelor of Science in Economics

New York, New York

Graduated May 2016

William R. Boone High School

Orlando, Florida

Graduated May 2012

Law Magnet Program

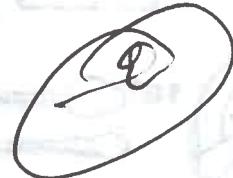
Restaurant Skills

- Point of Sale (POS) system operation
- Casual dining experience
- Exceptional interpersonal skills
- Fast paced, high volume serving experience

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

B 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

B 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

A. Metal buffet device used to keep food warm by heating it over warmed water

E Queen Mary

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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

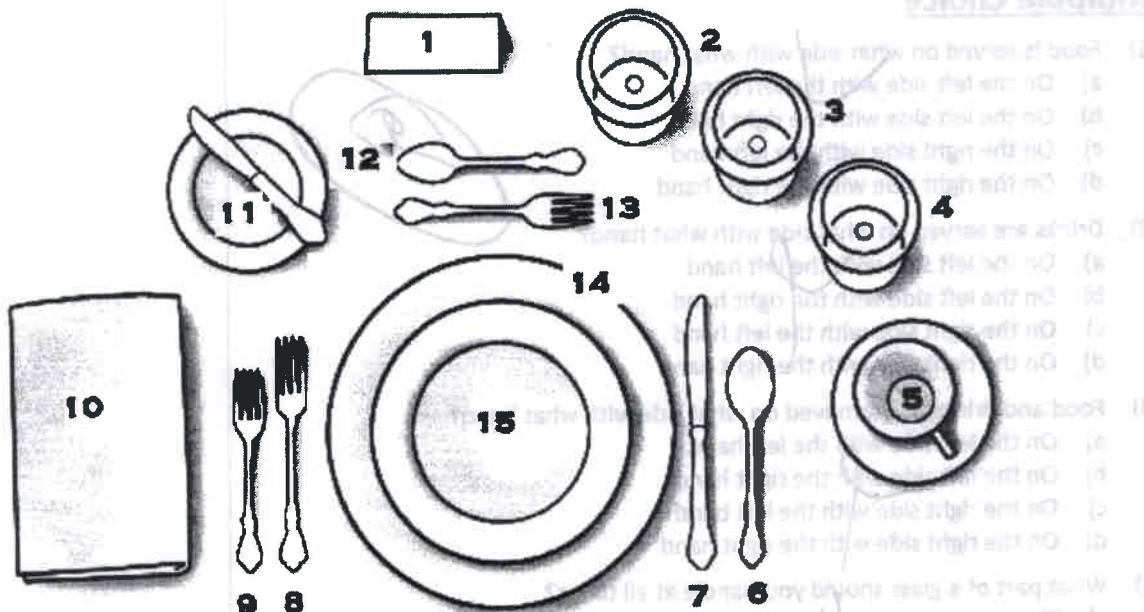
C Tray Jack

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	8	Dinner Fork
11	Bread Plate and Knife	5	Tea or Coffee Cup and Saucer
1	Name Place Card	7	Dinner Knife
12	Teaspoon	2	Wine Glass (Red)
13	Dessert Fork	9	Salad Fork
6	Soup Spoon	14	Service Plate
15	Salad Plate	3	Wine Glass (White)
4	Water Glass		

Fill in the Blank

1. The utensils are placed approximately 5 inches inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? sugar/sweetener
3. Synchronized service is when: food comes out for everyone at the same time
4. What is generally indicated on the name placard other than the name? table #
5. The Protein on a plate is typically served at what hour on the clock? 7:00
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? notify the chef