

# Jack Dawson

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## EDUCATION

### ***San Jose State University***

Anticipated: Bachelors in History/ Graduating 2016

### ***Novato High School, Novato, California***

GPA: 2.73

Graduation: June 2011

## WORK EXPERIENCE

### **Ghiringhelli's pizzeria**

*Novato, California*

I worked as a Bus boy.

**October 2010 – April 2011**

### **Novato Youth Soccer Association**

*Novato, California*

I worked as a referee. I was a referee for games involving kids anywhere from the ages of 8-18. Work involved making sure the rules were followed, and the games didn't get out of hand. I received the award best youth referee of the year following my first year refereeing.

**April 2009 – June 2011**

### **19 Broadway Nite Club**

*Fairfax, California*

I worked as an intern to the talent buyer working at 19 Broadway. My job included contacting newspapers about upcoming bands playing at the club, making corrections and updates to the website, putting up flyers and posters around town for big events, and other odd jobs that need done around the club. At this job I used Microsoft Word and Excel a lot to get my job done.

**June 2012–August 2012**

### **Rok Steakhouse and Grill**

*San Jose, California*

At Rok steakhouse I worked as a busboy. I was in charge of cleaning tables, taking out any food that needed to be run, and utilizing the POS system for takeout orders. The food at rock was served on a literal rock so I am used to carefully handling very heavy items.

**May 2014 – August 2015**

### **Associated Students at San Jose University**

*San Jose, California*

I worked as a referee for student intramural sports on campus. Through this job I learned how to calmly deal with disgruntled players. It was my job to make sure that the game went smoothly and no one got hurt. I also helped with event set up for many on campus events through this job.

**September 2015 – August 2016**

## SKILLS

- **Multi-Tasking**
- **Proficient with POS Systems**
- **Proficient in both PC and Mac platforms**
- **Skilled with Microsoft office, with a focus on Word, PowerPoint, and Excel**
- **The ability to deal with angry people in a calm and respectful manner**
- **Web and tech savvy**
- **Familiar with most forms of social media**



Name Jock Dawson

**Servers Test**

Score / 35

**Multiple Choice**

23/35 = 66%

- 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
- Bad 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

**Match the Correct Vocabulary**

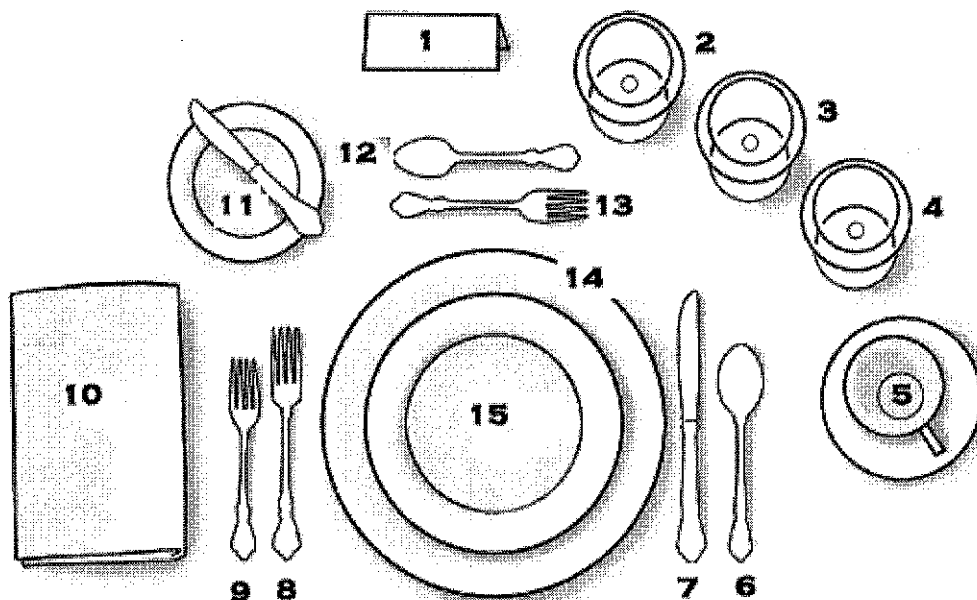
- D Scullery  
A Queen Mary  
E Chaffing Dish  
B French Passing  
G Russian Service  
F Corkscrew  
C Tray Jack

- 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 \_\_\_\_\_

**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>5</u>  | Salad Plate           | <u>3</u>  | Wine Glass (White)           |
| <u>4</u>  | Water Glass           |           |                              |

**Fill in the Blank**

1. The utensils are placed 6 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? The check cream & sugar
3. Synchronized service is when: The people on the floor are working together smoothly.
4. What is generally indicated on the name placard other than the name? Who they are in relation to the event
5. The Protein on a plate is typically served at what hour on the clock? 3 o'clock 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Ask them what their specific allergy is and inform the kitchen  
all plates are served all the same time

**Cashier Test**

**Score / 15**

12/15 = 80%

- b 1) A roll of quarters is worth?  
a) \$5.00  
☒ b) \$10.00  
c) \$15.00  
d) \$20.00

- a 2) A roll of dimes is worth?  
☒ a) \$5.00  
b) \$4.00  
c) \$3.00  
d) \$2.00

- d 3) A roll of nickels is worth?  
a) \$8.00  
b) \$6.00  
c) \$4.00  
☒ d) \$2.00

- a 4) A roll of pennies is worth?  
☒ a) \$1.00  
b) \$0.75  
☒ c) \$0.50  
d) \$0.25

- c 5) What does POS stand for?  
a) Patience over standards  
b) Percentage of sales  
☒ c) Point of sales  
d) People over service

- 8.75 8.75 6) What is the current sales tax rate in your city 8.75 %?

- c 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?  
a) \$4.06  
b) \$2.06  
☒ c) \$7.06  
d) \$5.06

- b 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?  
a) \$19.50  
☒ b) \$14.50  
c) \$9.50  
d) \$4.50

- d 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?  
a) \$6.00  
b) \$8.00  
c) \$10.00  
☒ d) \$12.00

- a 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?  
☒ a) \$78.50  
b) \$58.50  
c) \$38.50  
d) \$28.50

a

11) Counterfeit pens should be used on which three denominations?

- ☒ a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

b

12) How many times should you count change when giving it to the customer?

- a) one
- ☒ b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases?

21

14) What are the acceptable forms of ID for alcohol purchases?

Driver's license or a passport

~~15)~~ How many \$20 bills are in a bank band?

50 100

7/10 = 70%

- C 1) After washing your hands, which item should be used to dry them?
- a) Clean apron
  - b) Sanitized wiping cloth
  - ☒ c) Single use paper towel
  - d) Common used cloth
- d 2) While washing dishes by hand, which item should you wear?
- a) Cutting glove
  - b) Oven Mitt
  - ☒ c) Rubber glove
  - ☒ d) Nothing
- d 3) When should you wash your hands?
- a) Before you start work
  - b) After handling non-food items (garbage, money, cleaning chemicals)
  - c) After using the restroom
  - ☒ d) All of the above
- b 4) If you need to move a heavy load, you should PULL and not PUSH the object.
- a) True
  - ☒ b) False
- e 5) Which of the following could you be at risk for getting burned from?
- a) Steam from boiling pots
  - b) Hot liquids (coffee, soup, tea)
  - c) Hot equipment (ovens, pots, chaffing dishes)
  - d) Harsh chemicals
  - ☒ e) All of the above
- a 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
- ☒ a) True
  - b) False
- C 7) What should you do if you spill liquids or see a liquid spill?
- a) Leave it for someone else to clean-up
  - b) Wait until the end of your shift to clean it
  - ☒ c) Flag the spill and clean it immediately
  - d) Not sure
- C 8) When handling hot items you should?
- a) Wear rubber gloves
  - b) No need to wear anything
  - ☒ c) Use an oven mitt or dry cloth towel
  - d) Nothing
- d 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?
- ☒ a) Rinsing
  - b) Scraping
  - c) Washing
  - ☒ d) Sanitizing
- a 10) What is the proper method for cleaning and sanitizing stationary equipment?
- ☒ a) Spray with a strong cleaning solution and wipe with a sanitized cloth
  - b) Spray with a sanitizing solution, then rinse with clean water and dry
  - ☒ c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
  - d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution

