

Brianna Rasich

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Objective

Motivated customer service professional seeking work in a professional environment. Excellent customer relations and team building skills. Highly motivated, with ability to learn new skills quickly and efficiently. Highly energetic and enthusiastic individual, who demonstrates great compassion and charisma to any given talent. Eight years of customer service and cashier position with years of experience as a responsible team leader.

Experience

Server, Charlies Trio, Los Angeles Sept. 2007- Present

Responsible for meeting the needs of a diverse population in an industry that is fast paced and highly populated. Comprehensive knowledge of principles and processes for providing customer service, including customer needs assessment, meeting quality standards for service, and evaluation of customer satisfaction.

Catering Director/ Counter Personnel, Charlies Trio, Los Angeles Feb. 2005- Sept. 2007

Responsible for coordinating catering orders in a timely manner and arranging deliveries to offsite locations. Maintain established relations with existing customers and keep track of invoices and accounts payable. Manage onsite locations and pre-ceremony arrangement of food and drinks.

Education

Los Angeles Trade Tech College Sept. 2012-2015

Professional Baking & Restaurant Management

Skills

- Self motivated with strong planning, organizational and leadership skills
- Thorough knowledge of menu offerings, including food, spirits, and wine offerings
- Great communication skills with the ability to consistently maintain positive relationships with co-workers as well as customers and/or clients
- Responsible team leader with a positive attitude that contributes to a great work environment
- Success multitasking while remaining professional and courteous in a fast paced environment

References

Chris Smith, Assistant Manager Charlies Trio. 626.392.9328

Juan Villa, Owner/Manager Caramba Mexican Restaurant. 626.893.0536

Name BRIANNA RASCH
Servers Test Score / 35

Multiple Choice

- D 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
- A 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
- 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

- | | |
|--------------------------|---|
| <u>D</u> Scullery | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | <u>B</u> 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) |
| <u>A</u> Chaffing Dish | <u>C</u> Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | <u>D</u> Area for dirty dishware and glasses |
| <u>G</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | <u>F</u> Used to open bottles of wine |
| <u>C</u> Tray Jack | <u>G</u> Style of dining in which the courses come out one at a time |