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CAREER OBJECTIVE

Seeking a challenging position that will utilize both my education and leadership abilities.

EDUCATION

Youngstown State University, Youngstown Ohio

Bachelors of Science in Hospitality Management

Honors:

- Dean's list, four semesters

Activities:

Youngstown State University Football

- Lead defense as starting linebacker in 23 games over 4 years
- Guided team through various coaching changes during time on team including head coach and position coaches
- Voted team captain senior year

Docherty Talent Agency (Pittsburgh)

- Modeled for various companies

Pine Richland High School Assistant Football Coach (2013)

- Head linebacker and assistant defensive coordinator
- Lead a number of fund raising activities for football program
- Guided players through specific weightlifting and condition program

CAREER RELATED EXPERIENCE

Logistics Account Executive: Total Quality Logistics (Nov 2015- June 2016)

- Responsible for generating new business for company
- Overseeing entire logistics operations for numerous customers
- Involved with the new hire interview process

Server: Olive Garden (Jan 2015-Sep 2015)

- Handles busiest sections in restaurant
- Provide top level customer service
- Consistently top in wine sales and add-ons

Assistant Manager: Eat n' Park Restaurant South Park, PA (Jan 2014- Sep 2014)

- Lead group of up to 30 employees daily
- Run cost efficient shifts, while driving sales and limiting costs
- Daily focus on increasing guest satisfaction
- Creating accurate orders and maintaining proper inventory
- Formulate accurate sales projections

Manager: Vocelli Pizza Pittsburgh, PA (Aug 2012-Dec 2013)

- Manage a team of up to five employees to make sure total operation runs efficiently
- Oversee production to make sure proper food handling procedures are followed
- Properly track sales and inventory records

Name _____

Servers Test

Score / 35

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
- A 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

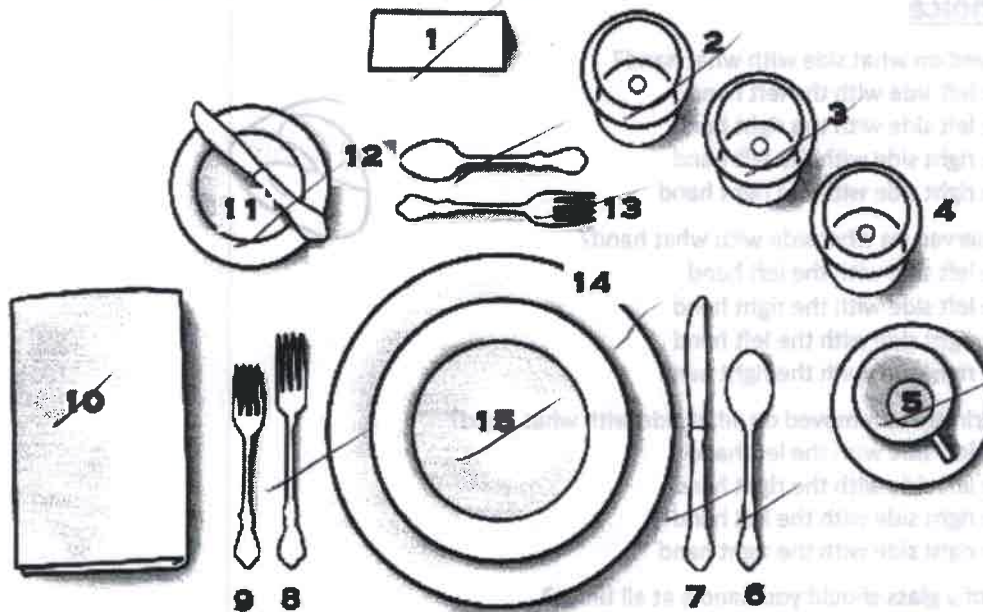
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>Q</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>R</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>C</u> Corkscrew | <u>F</u> Used to open bottles of wine |
| <u>T</u> Tray Jack | <u>G</u> 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>9</u> | Dinner Fork |
| <u>11</u> | Bread Plate and Knife | <u>3</u> | Tea or Coffee Cup and Saucer |
| <u>1</u> | Name Place Card | <u>7</u> | Dinner Knife |
| <u>12</u> | Teaspoon | <u>3</u> | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>8</u> | Salad Fork |
| <u>6</u> | Soup Spoon | <u>14</u> | Service Plate |
| <u>15</u> | Salad Plate | <u>4</u> | Wine Glass (White) |
| <u>14</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 6 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream / sugar
- Synchronized service is when: All food served at once
- What is generally indicated on the name placard other than the name? table #
- The Protein on a plate is typically served at what hour on the clock? top
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Inform Cook of Allergy