

Name

Rosa Flores

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
- 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

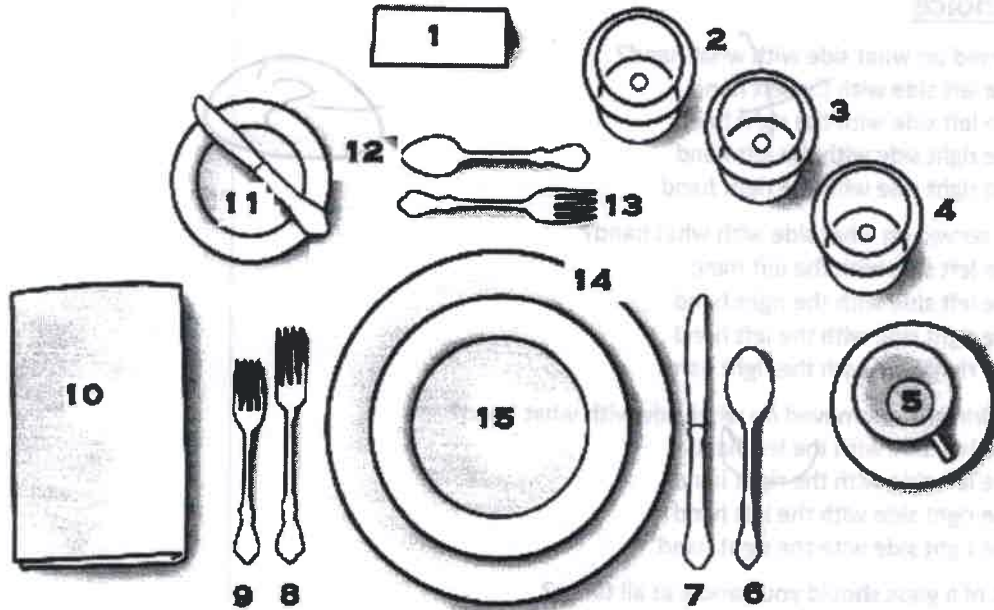
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>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>G</u> French Passing | <u>D</u> Area for dirty dishware and glasses |
| <u>B</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 |

Name Rosa

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>4</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>7</u> Service Plate |
| <u>15</u> Salad Plate | <u>3</u> Wine Glass (White) |
| <u>4</u> Water Glass | |

Fill in the Blank

- The utensils are placed 4 inches? inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar & creamer
- Synchronized service is when: everything is served @ the same time
- What is generally indicated on the name placard other than the name? role title
- The Protein on a plate is typically served at what hour on the clock? 4-6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
let the floor captain know

Rosa Vanessa Flores

323-407-2101 / rosavflo@hotmail.com
1140 West 120th Street, Apartment #4, Los Angeles, CA 90044

SKILLS

•Typing Speed:	60+ WPM – 90 WPM
•Languages:	Fluent in English & Spanish
•Database & Protocols:	Adobe Photoshop, Aloha, Essential Forms, Interbill, Legal Solutions, LexisNexis, Microsoft Access, Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint, Microsoft Word, NPSoft, PACER, Raiser's Edge, SharePoint, Time Matters, Timeslips, Wealth Counsel Wealth Docx, WestLaw, Yardi

EDUCATION

WEST LOS ANGELES COLLEGE, CULVER CITY, CA August 2013 – June 2015
Associate of Arts Degree in Paralegal Studies, Paralegal Certification from ABA approved program and Legal Secretary Certification

UNIVERSITY OF MICHIGAN, ANN ARBOR, MI September 2001 – May 2005
Bachelor of Arts Degree in English

EMPLOYMENT

NPM MANAGEMENT July 2016 – Present

Property Manager (Temporary Assignment)

- Manage 2-line reception and all online inquiries regarding rentals and rates, as well as follow up with prospects
- Tour the property with the prospective tenant, explaining the amenities
- Create graphics and verbiage for Craigslist Ads for posting; posting the ads

ADAMS & MARTIN GROUP

August 2016 – October 2016

Administrative Assistant (Temporary Assignment)

- Collected client information from HOA's to enter data into ARMS online database system.
- Entering checks for assessment payments and payment plan processing and forwarding to accounting for processing.
- Drafted and updated invoices for homeowner payment plans, HOA dues, and for HOA services.
- Balanced accounting ledgers and prepared Pre-Notices of Default and Pre-Notices of Sales correspondences.
- Prepared Liens, Notice of Default, Release of Lien, and Notice of Trustee's Sale to be recorded.
- Calendaring for the Liens, Notice of Default, Release of Lien, and Notice of Trustee's Sale.

OTTEN LAW, PC

September 2015 – January 2016

Litigation Paralegal

- E-filing and fax filing with state courts in various counties for complex litigation cases in Environmental Law
- Building table of contents and editing table of authorities for documents to be e-filed or fax-filed
- Billing and Calendaring
- Arranging for process of service through
- Assisting in building and/or restructuring LLC's and corporations.

MANESH & MIZRAHI, APLC

February 2015 – July 2015

Legal Secretary

- Drafting, editing and executing revocable living trusts, including preparing ancillaries such as Advanced Health Care Directives under supervision of an attorney, as well as building and maintaining estate planning client files.
- Drafting, editing and recording deeds assigning properties to the trust, along with Preliminary Change of Ownership claims, under supervision of an attorney.
- Assisting in building and/or restructuring LLC's and corporations, and assigning interest into the trusts.

LAW OFFICES OF RICHARD S. TRUGMAN

November 2014 – February 2015

File Clerk

- Managed five-line reception daily.
- Supported case preparation by updating pleadings and declarations, and arranged for service of process.
- Updated and maintained indexes for pleading and discovery client files.
- Utilized Interbill to manage client billable hours.

DISABILITY RIGHTS LEGAL CENTER

December 2013 – June 2014

Litigation Intern (Volunteer/Non-Paid)

- Trained to conduct over the phone intakes with clients regarding employment law and special education services. Utilized Time Matters and Timeslips for time entry and maintenance.
- Indexed pleadings and discoveries, and uploaded the scanned files to SharePoint.

REFERENCES

Ronald Crampton (Professional)
Pier Burger Training Manager
200 Santa Monica Pier
Santa Monica, CA 90401
917-446-6598

Susan Fong (Professional)
West Los Angeles College
9000 Overland Avenue
Culver City, CA 90230
310-287-4420

Patricia Morris (Professional)
Adjunct Professor
West Los Angeles College
9000 Overland Avenue
Culver City, CA 90230
310-287-4444

Anne Railsback (Professional)
Marketing Manager
Santa Monica Pier Restoration Corporation
200 Santa Monica Pier, Suite A
Santa Monica, CA 90401
310-458-8935

