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Jazel De Luna

Objective Seeking an entry-level position that offers growth opportunities which will utilize my leadership skills and experience. Quick learner, Team player, able to respond to changing priorities. Fluent in both Spanish and English.

Work

Experience

November 2018 – Present Method Events Productions Los Angeles, Ca
Server / Team player

- Event Set-up and Event break-down
- Fluent and consistent communication skills with all staff and guests
- Willingness to work in a fast-paced environment where deadlines are met
- Responsible of taking care of guests and staff meeting any satisfaction in need
- Maintaining a clean, vibrant, and positive environment every event

March 2018 – Present Insomniac Ticketing Department Los Angeles, Ca
Box Office Attendant / Will Call

- Actively participate in a training session for the Front Gate box office system in order to effectively help patrons who, need assistance regarding their ticket order
- Quickly and efficiently identify a customer's will call order by verifying all pertinent customer information including the customer's name, email and credit card to distribute tickets to patron's properly
- Resolve any scanning issues that may occur with a patron's ticket at the gate in a timely and courteous manner.
- Accurately administer cash and credit transaction with Front Gate POS system.
- Contact supervisor for unanswered questions, Report to Box Office Management
- Maintain a professional, upbeat attitude and smile at all times in a fast paced environment
- Keep area clean and organized
- Understand surroundings and all published festival information and be prepared to provide effective, correct information about the event
- Take extraordinary initiative when answering attendee's questions
- Treat all attendees with equal respect and sincerity

November 2016 – November 2017 Union Night Club Los Angeles, Ca
Bar-back / crew member

- Prepare bar locations with all necessities
- Knowledge of alcohol and bar set-up
- Responsible of maintaining a clean environment at all times throughout events
- Provide 100% service to bartender, supervisor, production crew, and all guests
- Work in a fast-paced environment where all areas of the club are needed
- Keeping a positive all I can do attitude

August 2016 –November 2017
LD checker, Concessions, Catering

DLS Events

Los Angeles, Ca

- 100% customer service
- Accurate knowledge of identifying government issued identification
- Responsible for all cash, credit card, food and drink tickets transactions
- Knowledge using P.O.S system
- Inventory of all supplies needed on a monthly basis for concessions
- Maintaining a clean environment at all times for guest and employees
- Knowledge and usage of serving guests

Education

High School Graduate 2013 Columbus High School
HS Diploma

Downey, CA

Regional Occupational Program 2013 Columbus High School Downey, CA

- Financial Services, Banking, Insurance, and Mortgage courses
- Retail Sales, Customer Service, Generate Sales, and Merchandise Product courses

References

Available Upon Request

Name Janel Deluna
Score 29 / 35

Servers Test

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
- 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
- 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 dinning 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

10
83%

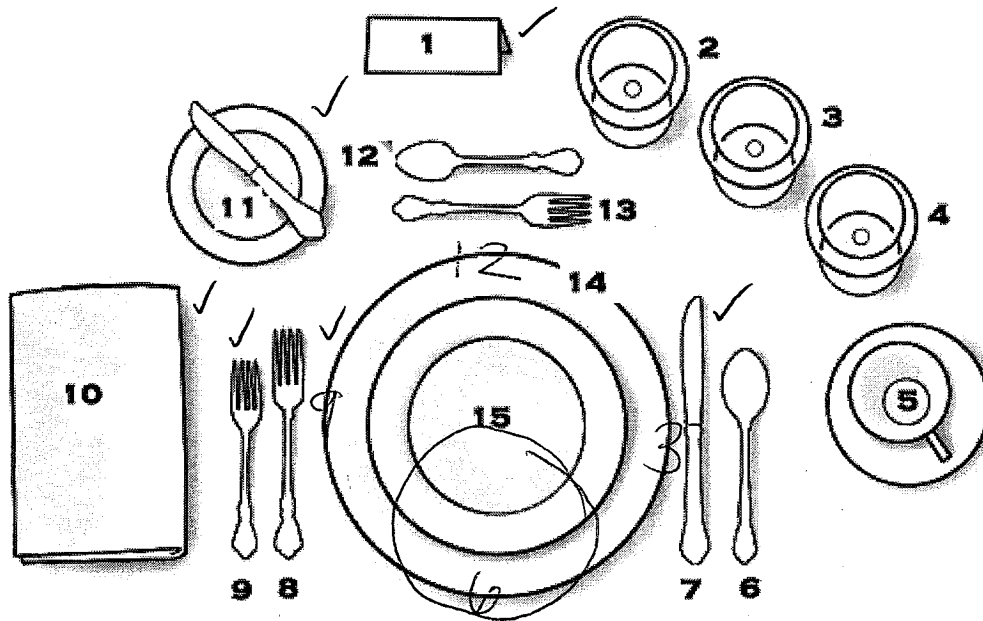
Match the Correct Vocabulary

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

Name Jazel Deluna

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> 3 | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| <u>6</u> | Soup Spoon | <u>14</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 about 5 in apart inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Desert Cream / Sugar
- Synchronized service is when: 100% - Service to guest asking for their preference
- What is generally indicated on the name placard other than the name? The menu, or individual cards with names with choice of
- The Protein on a plate is typically served at what hour on the clock? right before the plate goes out of the
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Immediately tell server lead or expididors, or chef. Kitchen