

# DEMI LOBO

**Server** - Los Angeles, CA

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**Main Objective:** *Create an extraordinary guest experience, and make the guest feel as though their time with us was valuable.*

## **Highlights**

- Over 4 years experience in hospitality. Including private events, VIP parties and large banquets.
- Knowledge of wine, beer, and specialty cocktails in order to suggest/upsell alcohol to guests.
- In depth knowledge and memorization of the menu, skilled at conflict resolution
- Experience on several POS Terminals, ability to add/subtract and provide change.
- Ability to multitask, work in fast faced environments, and deliver a quality experience.
- Bubbly/Fun personality 100% of the time, and great customer service skills
- Complete all steps of service to encourage return business and a great shopper report 100%.
- Positive attitude, with a willingness to learn and grow in the field.

## **Experience:**

### **The Counter [Miracle Mile] (5/2015 –Current)**

#### **Position: Server**

- Greet guests upon being sat within 1 minute, offer drinks & appetizers
- Extensive knowledge of the food, cocktail and drink menu and item add-on options available
- Serve food and beverages in a timely manner, promote Happy Hour and offer refills
- Run food to tables in assigned section, assist co-workers when needed
- Coordinate with kitchen staff on current wait times, satisfy any needs the guest may have
- Offer and pre-buss table for dessert, regularly check on guests

### **Roof on The Wit [Upscale Dining] (8/2014 – 4/2015)**

#### **Position: Server**

- Deliver friendly and efficient service to ensure a pleasant dining experience
- Present menus and answer any questions regarding menu items
- Ability to promote new/drink specials to customers. Serve food/beverages in a timely manner
- Check in regularly with guests to make sure that they are enjoying their meals
- Take necessary action to resolve any complaints pre/post buss
- Side work: Stock service areas with supplies; coffee, food, tableware, and linens

### **Exposure Restaurant [Upscale Dining] (5/2012 – 6/2014)**

#### **Position: Server**

- Greet guests within 30 seconds of sitting at the table
- Present menus and answer any questions regarding menu items
- Serve food and beverages in a timely manner, offer bread
- Inform guests of current Seasonal items and specials
- Check in regularly with guests to make sure that they are enjoying their meals
- Take necessary action to resolve any complaints
- Take dishes and glasses away from tables and counters, pre/post buss
- Side work: Stock service areas with supplies; coffee, food, tableware, and linens
- Train new servers on menu knowledge and steps of quality service

## **Education:**

Bachelor's Of The Arts: **Columbia College Chicago 2012**  
Degree: Communications. Minor: Music Business



Name Demi Lobo

**Servers Test**

Score / 35

**Multiple Choice**

- b 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
- 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
- b 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

E Queen Mary

A Chaffing Dish

B French Passing

G Russian Service

F Corkscrew

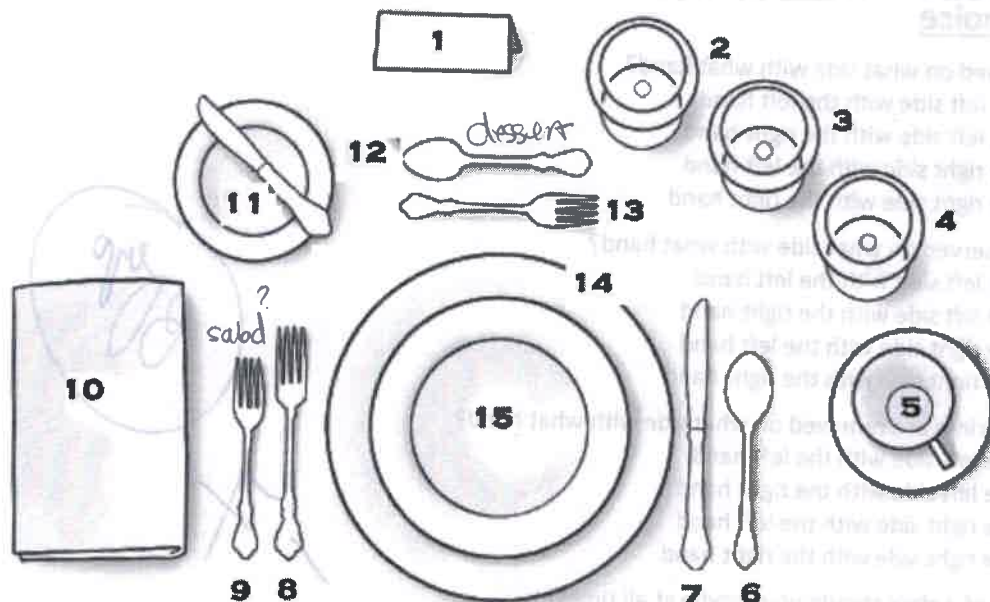
C Tray Jack

- 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>3</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>15</u> | Salad Plate           | <u>4</u>  | Wine Glass (White)           |
| <u>2</u>  | Water Glass           |           |                              |

### Fill in the Blank

- The utensils are placed 1 inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, Cream
- Synchronized service is when: everything comes out at the same time
- What is generally indicated on the name placard other than the name? title or table
- The Protein on a plate is typically served at what hour on the clock? 2nd hour
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
let the kitchen know