

Nicole Greenspan

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SUMMARY OF QUALIFICATIONS:

My experience ranges from large scale restaurants with fast paced high volume service to meticulous and refined dining experiences. My ability to work independently as well as a team player has been an asset for me while working in hospitality.

- ▶ Very organized, punctual, hard working, motivated, and reliable.
- ▶ Focus on excellent customer service and special attention to detail.
- ▶ Experienced with various POS systems

WORK EXPERIENCE

Bloomenfeld Law, APC

08/2016 - present

Legal Assistant

- ▶ Communicating with clients, witnesses and other attorneys
- ▶ Organizing files; monitoring calendars and deadlines;
- ▶ Inputting information into file database and case management software
- ▶ Preparing and filing documents for trial preparation

Grand Lux Café | Miami, FI

02/2010 - 05/2013

Server/Trainer

- ▶ Responsible for both opening and closing restaurant;
- ▶ Handling money and organizing schedules;
- ▶ Training new employees on restaurant policy and details of recipes and menu
- ▶ Voluminous menu and ingredients memorized and relayed to guests

Bone fish Grill | Miami, FI

01/2009 - 11/2009

Server/Host

- ▶ Knowledge of the sea food based menu and each style of preparation
- ▶ Extensive specialty cocktails and wine menu

BamBuddha Lounge | San Francisco, Ca

04/2008 - 11/2008

Server/Host/Bottle Service/Cocktail Service

- ▶ Organizing and running the floor plan; Taking reservations over phone and open table;
- ▶ Greet and seat guests; answer questions regarding the menu, alcohol and wine;
- ▶ Assist servers, bussers, bartenders and food runners

Bubba Gump Shrimp Co | San Francisco, Ca

06/2007 - 10/2008

Server

- ▶ High volume and capacity requires high level multitasking
- ▶ Serving with tourist requires knowledge and familiarity beyond the restaurant

EDUCATION

Florida International University | Miami, FI

01/2009 - 05/2012

San Francisco State University | San Francisco, Ca

08/2002 - 05/2004

*References on request

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Name Nicole Groenspan
Score / 35

Servers Test

Multiple Choice

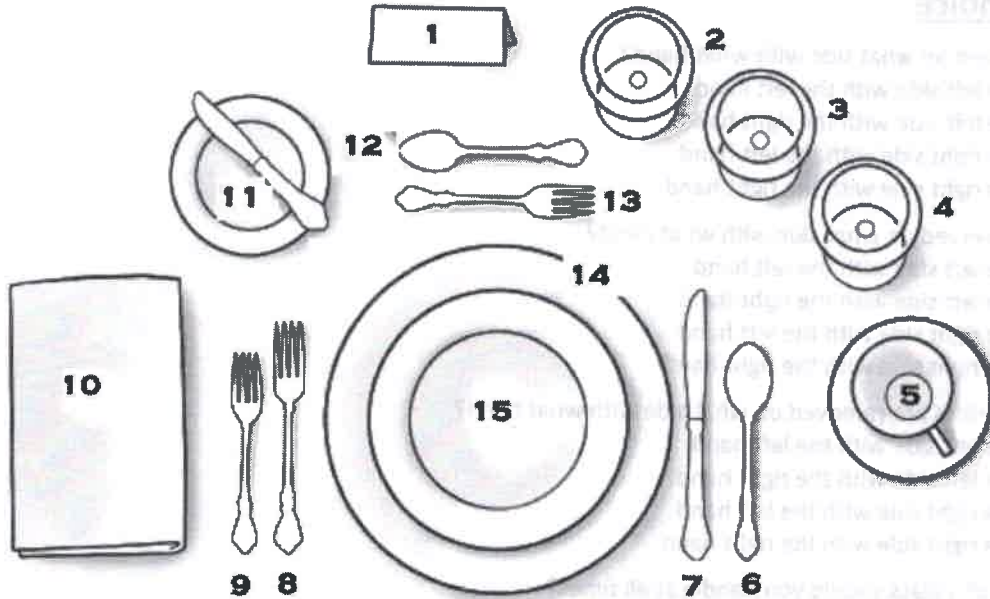
- a 1) Food is served on what side with what hand?
a) On the left side with the left hand
b) On the left side with the right hand
c) On the right side with the left hand
d) On the right side with the right hand
- d 2) Drinks are served on what side with what hand?
a) On the left side with the left hand
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
- 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 | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | 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) |
| <u>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>G</u> French Passing | D. Area for dirty dishware and glasses |
| <u>B</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F. Used to open bottles of wine |
| <u>C</u> Tray Jack | G. Style of dining in which the courses come out one at a time |

Name Nicole Green Score 35

Servers Test



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> | 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 1 - 1 1/2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar + milk
- Synchronized service is when: service all at once
- What is generally indicated on the name placard other than the name? food/meal preference
- The Protein on a plate is typically served at what hour on the clock? 10
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Inform the expeditors