

FELIX RAMOS

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PROFESSIONAL QUALIFICATIONS:

- Great time management skills to ensure assigned responsibilities are completed in an efficient manner.
- Good communication skills; is able to effectively communicate with customers.
- Strong active listening skills; gives full attention to what other people are saying, taking time to understand the points being made, asking questions when appropriate, and letting others fully state their ideas.
- Grasps concepts quickly and has good follow through skills; adheres to work schedule and follows through on challenges as they arise; maintains a positive outlook.
- Excellent written and verbal presentation skills.
- Excellent self-motivation skills; maintains a feeling of pride in work; has a strong work ethic and strives to achieve all goals.
- Is trustworthy and maintains the highest level of confidentiality at all times.
- Is high energy, friendly and engaging.
- Excellent service orientation; actively looks for ways to help people.
- Customer Relationship
- Food Service
- Staff Training & Mentoring

EXPERIENCE

The Palace at Somerset Park
Somerset, New Jersey
April 2015 to June 2016
Captain
Bartender

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Server

- Weddings, reunions, birthday parties, corporate functions and other special events we run at our facility. In charge of a serving staff as much as 30 employees in one function. Bartending at our functions. Providing top shelf liquor, beer, wine, and champagne.

Compass Group USA Inc. and Eurest Dining Services Piscataway, New Jersey Verizon Corporate Account 2013 - 2014

- Front of House
- Back of House
- Assistant Manager
- Responsible for Preparing Salad Bar, Deli, and Catering Events.

I also am responsible for managing my account when my manager leaves to help other accounts or special company events. The company puts full trust in me and has trained me to make order processing,

The Imperia- Banquet Hall, Somerset, NJ 2012 to 2013

- Maitre'D
- Captain
- Server
- Doorman
- Bartender

Serving customers drinks, food, and satisfying all of their needs with excellent customer service. I work together with my team, preparing for events, giving out tasks and helping my client with their every need.

Ashley Furniture, North Brunswick, NJ 2010 - Current

- Warehouse worker, forklift operator and assembler
- Special event salesman*

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Romano's Pizza & Restaurant, Piscataway, NJ
2008 - 2011

Manager/Counter

- Take phone orders
- Assisting customers at the counter
- Cashier & food server
- Food Inventory control and audits
- Food Delivery
- Pizza Maker
- Responsible for hiring employees

Circuit City Inc. East Brunswick, NJ
2006 - 2008

Loss Prevention Lead

- Training of all new security guards
- Oversee loss prevention audits on the sales floor
- Assisted in yearly inventory counts
- Daily monitoring the sales floor for potential theft.
- Inspecting all employee's belonging and bags at exit

Villa Pizza, South Plainfield, NJ
2004 - 2005

- Assisting customers at the counter
- Take phone orders
- Cashier
- Sanitary Maintenance
- Dishwasher/Cook

Milltown Recreation Department, Milltown, NJ
2004 - 2007

Milltown Summer Recreation Camp & Summer S.A.C.C

- Head Camp Counselor
- Supervised groups of Children
- Perform daily sports and Games with Children

Dart Courier

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2003- 2009

- Mover/ Assembler while providing excellent customer service.

Volunteer Activities

- Buddy Ball - Assisting Mentally challenged kids in Soccer and Basketball
- Piscataway Township Clean-up work
- Distributing Food & Clothing to the poor. Fish non-profit Organization

EDUCATION:

Middlesex Community College NJ - 2 Years

Piscataway High School NJ - 4 years Diploma

- Football
- Track

SKILLS:

- Word Processing: Microsoft Word, WordPerfect
- Spreadsheet: Excel, Lotus
- Audio/Visual: Adobe Premiere, Adobe Acrobat, , PowerPoint

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
- 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

d Scullery

e Queen Mary

a Chaffing Dish

b French Passing

g Russian Service

f Corkscrew

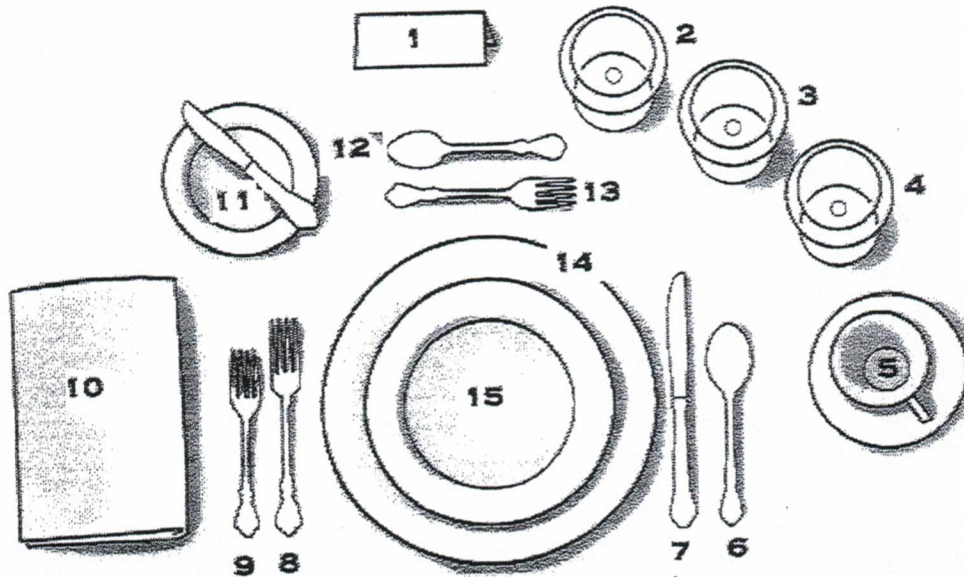
c Tray Jack

- 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

10	Napkin	8	Dinner Fork
11	Bread Plate and Knife	5	Tea or Coffee Cup and Saucer
1	Name Place Card	7	Dinner Knife
12	Teaspoon	2	Wine Glass (Red)
13	Dessert Fork	9	Salad Fork
6	Soup Spoon	14	Service Plate
4	Salad Plate	3	Wine Glass (White)
15	Water Glass		

Fill in the Blank

- The utensils are placed an inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? milk + sugar
- Synchronized service is when: at the same time
- What is generally indicated on the name placard other than the name? table number
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
tell the chef or captain

Interview Note Sheet

Applicant Information

Name: Felix Ramos Interviewer: Debbie McKee
 Date: 11/28/10 Rate of Pay: 13.00
 Position (s) Applied for: Bar/Server/Bartender Referred by: Craig

Test Scores			
Server	<u>35</u> / <u>35</u>	<u>100</u> %	Bartender / <u>30</u> %
Prep Cook	<u>15</u> / <u>15</u>	<u>100</u> %	Barista / <u>10</u> %
Grill Cook	<u>40</u> / <u>40</u>	<u>100</u> %	Cashier / <u>10</u> %
Dishwasher	<u>10</u> / <u>10</u>	<u>100</u> %	Housekeeping / <u>15</u> %

Working

☒ Full-Time
☐ Part-Time

Relevant Experience & Summary of Strengths

able to carry a tray Total of _____ in Food Service
 Open availability: [can captain
 - Star staffing (4 months server/bar)
 - Palace - server, captain, bartender
 - Imperia - 1/2 years ago - [Has tuxedo
 - bartender - can open, close, run.
 travel upto 30 miles.

P.O.S. Experience: Y / N details: _____

Transportation

☒ Car ☐ Public Transit ☐ Carpool (Rider / Driver)

Regions Available to work

☐ North NJ ☐ South NJ ☒ Central NJ ☐ Jersey Shore

Certifications (if any)

TIPS ☐ Serv-Safe ☐ LEAD ☐ Other _____ Will Submit ☐

Availability

☒ Open ☐ AM only ☐ PM only ☐ Weekdays only ☐ Weekends only

Details:

Uniforms Owned

☒ Bistro ☒ Black Bistro ☐ Tuxedo ☐ 1/2 Tuxedo ☒ Black Vest ☒ Long Black Tie
☒ Chef Coat ☐ Chef Pants ☐ Knives ☐ Black Pants ☐ Non-Slip Shoes ☐ Bow Tie ☐ Other: _____

Would you recommend this applicant for Acrobat Academy? ☐ Convention Candidates? ☐ Other Languages Spoken: _____