

**Jazmin Ramirez**  
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## **OBJECTIVE**

To take on responsibilities and challenges that will develop my professional skills and project me toward my career goal.

## **SKILLS**

- \* Leadership skills
- \* Creativity
- \* Computer Skills: Word Processor, Mac and Windows Interfaces, Excel
- \* Quick learner
- \* Bilingual: Spanish and English
- \* Good interpersonal skills
- \* Math Skills
- \* Able to multi-task
- \* Problem Solving

## **WORK EXPERIENCE**

### **Decton Staffing Services**

#### **Lead Server/Banquet**

September 2016- Present

- \*Set up buffet tables, and food, beverage, and service items; ensured food items had identifiers or Menus; kept display equipment, buffets, and tables clean and free of debris.
- \*Quickly served customer food and beverages, and followed up with customers to ensure satisfaction or resolve issues.
- \*Managed servers to ensure smooth dining operations on a daily basis.
- \* Responsible for cleaning tables and returning all equipment to their respective areas

### **Salt Wolf**

#### **Lead Server/Banquet**

November 2014-Present

- \* Handle the tasks of serving food and beverage items.
- \* Looked after the table & food counters arrangements as per the specifications.
- \* Handle cleaning and resetting duties at the end of an event.
- \*Manage servers and supervise them during the operation.

### **Browning Mazda of Alhambra**

#### **Receptionist/Secretary**

November 2014 – October 2016

- \*Greet visitors and employees courteously and cater for their special requests, needs and complaints
- \*Answer and forward phone calls to appropriate individuals and departments.
- \*Communicated at all times clearly and in a pleasant manner.
- \*Pick up and sort daily incoming correspondence and deliver sorted mail to addressees.
- \*Develop and utilize effective filing and retrieval systems, and maintain office supplies by placing orders and evaluating new products.
- \*Calculated bills for services rendered, collected and processed customer payments.

### **Arroyo Chop House**

#### **Hostess/ Cashier**

Sept 2013- Sept 2014

- \* In charge of following through with reservations.
- \* Assigning tables to servers.
- \* Treating costumers with up most respect and attending to every request.
- \* Organizational and social skills.
- \* Establishing great first impressions to seek potential new costumers.
- \* Maintained the dining area clean and organized.



- \* Worked positively with other staff members to achieve restaurant goals.
- \* Handled cash register effectively.

**Buffalo Wild Wings**

Cocktail Waitress/Server/Cashier

Feb 2012 - Sept 2013

- \* Provided the customers with a pleasant dining experience and quality service
- \* WCT - Wing Certified Trainer
- \* Promotions and advertisements
- \* Ensured the cleanliness of dining area and food items before serving
- \* Maintained serving standards and followed all regulations while performing duties

**EDUCATION**

- \* Montebello High School

2009

Diploma

- \* East Los Angeles Community College 2010-Present

Major: Counseling Associate Degree in Natural Science 2015

**REFERENCES**

Michele Comba - Mazda – (949) 533-9795

Novi Thio - Arroyo Chop House - (626) 437-0411

Kymberly Rincon- Buffalo Wild Wings (323) 270-9935



Name Jazmin Ramirez  
**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 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
- C 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 c) On the right side with the left hand  
d) On the right side with the right hand
- C 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 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 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 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 c) Try to convince the guests to eat what you brought them  
d 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        | <del>A</del> Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</u> Queen Mary      | <del>B</del> 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   | <del>C</del> Used to hold a large tray on the dining floor  |
| <u>B</u> French Passing  | <del>D</del> Area for dirty dishware and glasses  |
| <u>G</u> Russian Service | <del>E</del> Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>F</u> Corkscrew       | <del>F</del> Used to open bottles of wine   |
| <u>C</u> Tray Jack       | <del>G</del> Style of dining in which the courses come out one at a time  |

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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>  | Wine Glass (Red)             |
| <u>9</u>  | Dessert Fork          | <u>13</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 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugars
- Synchronized service is when: We are all working at the same p
- 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? 12 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
let my lead server know, let my group know  
and let the chef know what table and guest.