

# CESAR ESPINOZA-PEREZ

415 240 1457

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Exploratory problem solver who is punctual, honest and practices active communication. Stepping out of my comfort zone, personal growth, and customer satisfaction are the keys to my success.

## HIGHLIGHTS

- Word, Excel, Powerpoint
- 1 year exp in office
- 3 years exp in customer service
- Management experience
- Answering phone calls, providing information
- Spanish proficiency
- Event planning
- Harm reduction familiarity
- Conflict resolution
- Volunteer coordination
- Public outreach
- Area maintenance

## EXPERIENCE

### Self Employed

*San Francisco, California*

September 2015 – June 2016

- Sustained my first business by utilizing and growing my network, sharpening my skills while learning new skills on the job, scheduling and honoring my business commitments while practicing self-care and learning from others.
  - Math & Science Tutor
  - Construction Helper
  - Cosmetics Sales
  - Model, Actor & Performer
  - Non-profit event promotion & data collection

### Fine Dining Waiter

*Broadmoor Hotel - San Francisco, CA*

June 2014 – August 2015

- Achieved customer service and satisfaction despite being short staffed as part of a two person team splitting a 34 table dining room by communicating situation, staying calm under pressure, using efficiency tools and acting with urgency.

### Public Service Aide - Construction Site Runoff Control

*San Francisco Wastewater Enterprise- San Francisco, CA*

October 2011 – May 2012

- Protected sewer from contaminants via a citywide construction site permitting process, by creating public outreach materials and collaborating with my team to draft a stormwater runoff control ordinance that exceeds the measures required for state compliance.

### Civil Engineering Intern

*Los Padres National Forest - Goleta, CA*

June – August 2010

- Eliminated water system filing backlog to improve engineering department efficiency by developing a new filing procedure despite a 30 year water system filing backlog.

### Project Manager - State Highway Maintenance Project

*FIU Undergraduate Student Design Project - Miami, FL*

January - April 2010

- Developed engineering plans by assessing the strengths and weaknesses of our team of nine, setting priorities, assigning responsibilities and creating a network of resources needed to meet tight deadlines.

## EDUCATION & LICENSE

- B.S. Civil Engineering
  - Florida International University
- CA Driver License

2010



Servers Test

Multiple Choice

70%

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

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

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

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

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

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

Match the Correct Vocabulary



Scullery



Queen Mary



Chaffing Dish



French Passing



Russian Service



Corkscrew



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

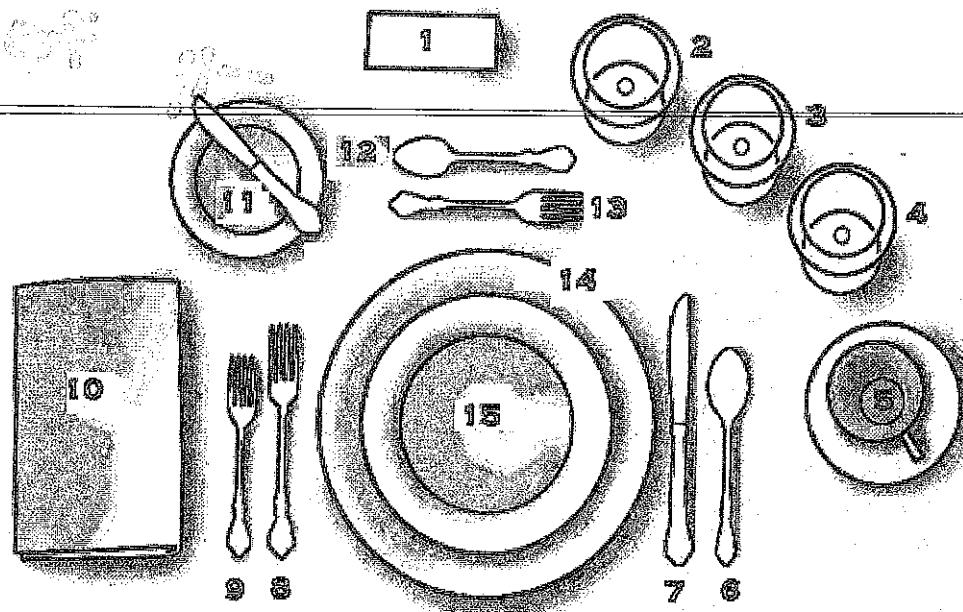
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F. Used to open bottles of wine

G. Style of dining in which the courses come out one at a time

Name Cesar Espinoza-Perez  
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>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>4</u>  | Water Glass           |           |                              |

**Fill in the Blank**

1. The utensils are placed 24 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sweeteners and cream, milk or
3. Synchronized service is when: all waiters serve meal courses at same time
4. What is generally indicated on the name placard other than the name? name
5. The Protein on a plate is typically served at what hour on the clock? 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Respond with all dinner options that fit his/her request. If there are none, ask chef if he can accommodate the request.