

# **BADER ELBAWAB**

752 S.Main street Apt# 226, Los Angeles, CA 90014

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## **SUMMARY.**

Dedicated Customer Service. motivated to maintain customer satisfaction and contribute to company success. .Dynamic Computer Technician experienced in all aspects of hardware, software and operating systems maintenance and repair. committed to resolving problems for customers quickly and accurately to reduce downtime and increase productivity. High-energy. Innovative thinker. Network Analyst accomplished in constructing and optimizing stored procedures, triggers, tables and user functions.

## **HIGHLIGHTS.**

speaking Arabic/English. Strong organizational skills. fast learner. Superior research skills  
Flexible team player. Advanced computer proficiency (PC-Mac).Customer service expert Strong communication skills  
Flexible schedule.Cash handling accuracy. knowledge Microsoft Office Suite expert. Time management Self motivated.  
Self-starter. Storage management skills.Customer service specialist Mathematical aptitude.Excellent multi-tasker.

## **EXPERIENCE.**

### **Caffe Primo**

Hollywood,CA / **Position:** Manager/Barista . 08-15-2015

### **Macy's**

DownTown Los Angeles, CA / **Position:** Sales Associate. 05-30-2015 - 07-30-2015

### **Appco U.S group support**

Pasadena, CA / **Position:** Fundraiser. 11-01-2014 - 01-30-2015

### **Pegasus Residential Building**

Los Angeles, CA / **Position:** Concierge (front desk agent). 06/2013 to 10/2014

## **EDUCATION.**

LACC , community collage "IT". Los Angeles,CA ., 01-01-2014 - still attending

skim university , IT . Jeddah, K.S.A ., 03-01-2011 to 10-01-2012



Name Bader Elkawab

**Servers Test**

Score / 35

**Multiple Choice**

- 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 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**

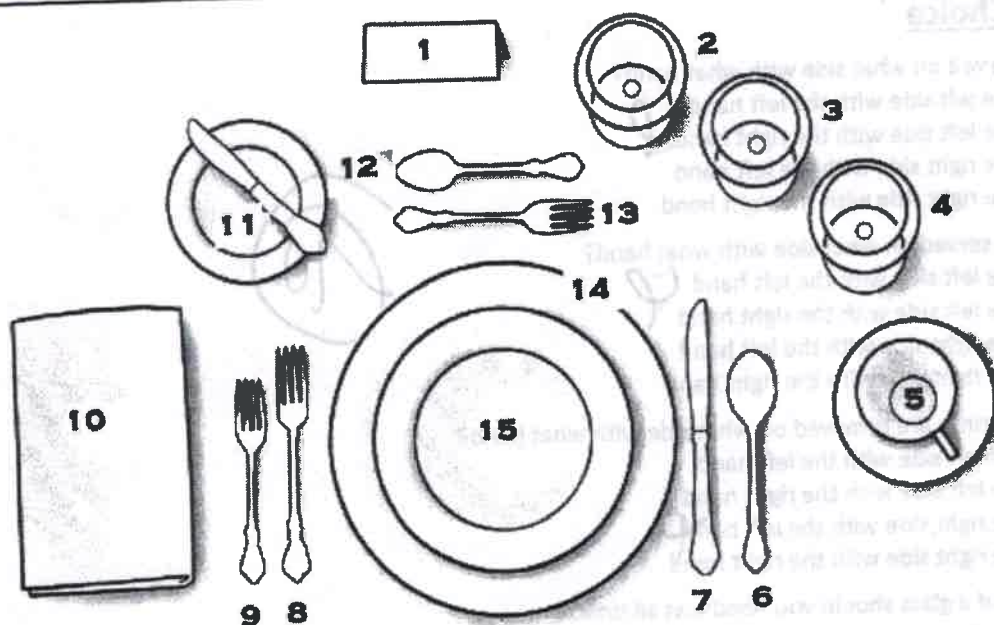
- ☒ Scullery
- ☒ Queen Mary
- ☒ Chaffing Dish
- ☒ French Passing
- ☒ Russian Service
- ☒ Corkscrew
- ☒ Tray Jack

- 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 \_\_\_\_\_

## Servers Test

Score / 35



### Match the Number to the Correct Vocabulary

- |           |                       |           |                              |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin                | <u>4</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>8</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 6 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? milk, sugar
- Synchronized service is when: when guest walks in
- What is generally indicated on the name placard other than the name? ✓
- The Protein on a plate is typically served at what hour on the clock? ✓
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Start taking their order