

BADER ELBAWAB
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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 leaner. 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

Servers Test

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**

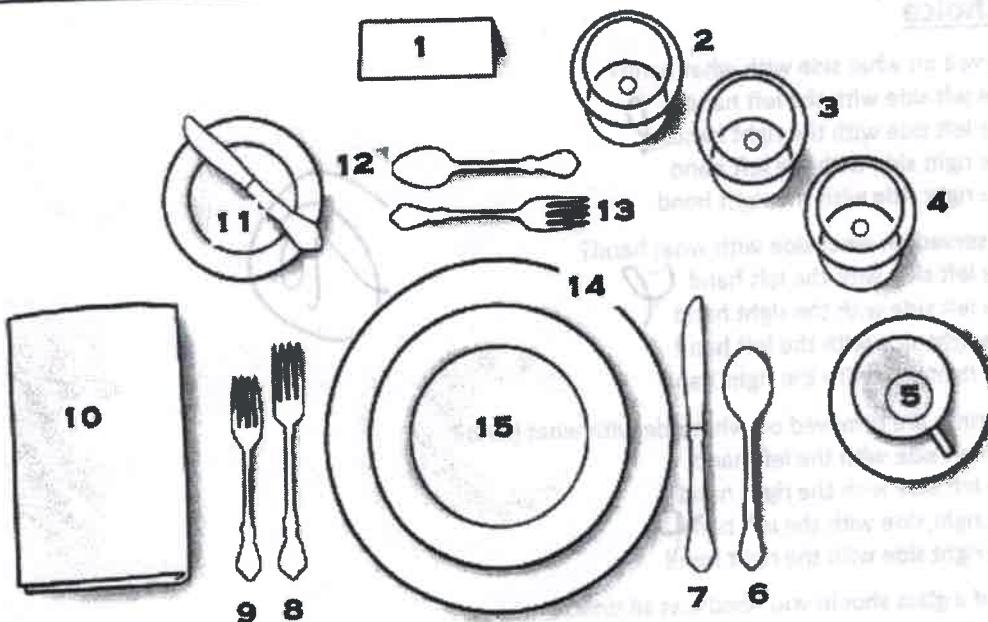
- 6) If you bring the wrong entrée to a guest what should you do?
 - a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 - b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served
 - c) Try to 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

- F Scullery
- A Queen Mary
- F Chaffing Dish
- B French Passing
- G Russian Service
- D 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

Servers Test



Match the Number to the Correct Vocabulary

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

Fill in the Blank

1. The utensils are placed _____ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? _____
3. Synchronized service is when: _____
4. What is generally indicated on the name placard other than the name? _____
5. 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?

Start taking their order