

CHARLES O. RAYMOND

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PROFILE

A skilled and accomplished hardworking professional with an extensive background in the sales and hospitality industries.

Experience in fine dining restaurants, catering and high-volume hotel banquet operations requiring extraordinary attention to detail with a keen awareness of guest expectations.

Familiarity with many types of cuisines, alcoholic beverages and wines along with a comfortable ability to give expert presentations and make recommendations.

PROFESSIONAL EXPERIENCE

10/12-Present MORETON FIG @USC; Los Angeles, CA

Shift Supervisor

- Primarily oversee the dining room staff and ensure that the FOH is operating smoothly.
- Coordinate with BOH the timing of table service.
- Run reports and pay out servers. Assist with other paperwork duties and the closing of the restaurant.

4/11-6/12 COOKS WAREHOUSE; Burbank, CA

Sales/Retailer

- Sold high quality USA made cookware through Costco stores and U.S. Military Bases.
- Set up a booth at above mentioned locations and performed product demonstrations, answered questions and closed the sale.
- Handled a variety of administrative duties pertinent to running a business such as; Preparing reports for superiors, inventory and shipping of merchandise and the making of travel arrangements.

9/10-03/11 PATINA RESTAURANT GROUP; Los Angeles, Ca
PENTIMENTO CAFE AT LACMA

Waiter

- Greet guests promptly and make drink and meal suggestions based on Chef's daily offerings and drink special.
- Work as part of a team to ensure that guest service is impeccable.
- Maintain clean and organized work areas to comply with sanitation and health codes.

2/09-07/11 AVANTI CAFE; Pasadena, CA

Waiter

- Ready dining room for service; set tables, fill sugar, cheese shakers, stock ice.
- Greet and seat guests, make recommendations and provide prompt service.
- Handle telephone orders and prepare for guest pick up.

11/07-12/08 BECKHAM GRILL; Pasadena, CA

Waiter

- Prepare section for service, polish silver and glassware, and check for Chef's daily creations.
- Greet guests in a timely manner and make dinner and wine recommendations.
- Perform opening/closing duties as assigned.

7/07-2/08	MARIE CALLANDERS CATERING; Toluca Lake, CA
	Delivery Driver <ul style="list-style-type: none"> Load coolers at restaurant with a variety of sandwiches, salads, soups and pies. Make stops at pre-set locations and sell above items on a commission only basis.
6/06-6/07	NORWEGIAN CRUISE LINE AMERICA; Honolulu, HI
	Waiter <ul style="list-style-type: none"> Working in one of the ship's main dining rooms, featuring free-style restaurant seating for 500 people, plan and perform professional service to assure high customer satisfaction. Supervise a junior waiter and oversee fine dining service for a designated section with up to 30 people. Deliver expert menu presentation and customer consultation on wine and alcoholic drink selections.
7/05-6/06	SIX PENN KITCHEN; Pittsburgh, PA
	Waiter <ul style="list-style-type: none"> Member of start-up team for this contemporary bistro that quickly became one of Pittsburgh's top dining establishments, winning three awards in just four months. Provided efficient and timely service to enable customers to meet curtain calls of the numerous theaters located in the district. Ongoing professional growth due to continually changing food and cocktail menu's.
11/03-7/05	BRAVO CUCINA; Pittsburgh, PA
	Waiter <ul style="list-style-type: none"> Part of team of professionals that launched and positioned this restaurant as a preeminent dining destination in the region. Consistently a top producer, exceeding monthly goals and winning sales contests for providing superior customer service in this fast-paced environment with competing demands.
7/01-11/02	ASSOCIATED FOOD SERVICE; Carnegie, PA
	Account Representative <ul style="list-style-type: none"> Increased sales of gourmet and specialty food lines at the distributor level by introducing new items and cross-selling existing products. Collaborated with Marketing Associates to present products to chefs. Strategized and coordinated the Company's participation in two of the largest regional food shows, which resulted in significant revenue growth and increased brand awareness.
2/00-7/01	ALL THE BEST CATERING; Pittsburgh, PA
	Manager/Chef <ul style="list-style-type: none"> Organized and coordinated operations of a corporate catering business, specializing in meetings, daily breakfast/lunch service, and employer parties. Interviewed, hired, trained, scheduled, and supervised cooks. Participated in preparation of hot foods. Ordered food and supplies; monitored and controlled expenses; oversaw sanitation, inventory, and customer relations.

Servers Test

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

(3)

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 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

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E Queen Mary

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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

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

F Corkscrew

F. Used to open bottles of wine

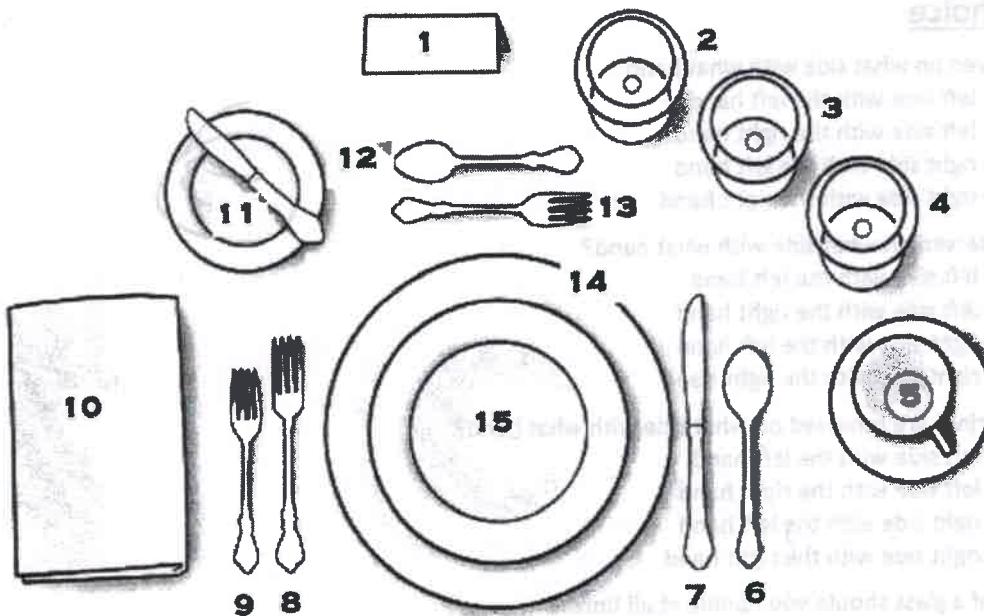
C Tray Jack

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

Name _____

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>4</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>1</u>	Wine Glass (White)
<u>2</u>	Water Glass		

Fill in the Blank

1. The utensils are placed 2 inches from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? SUGAR + CREAM.
3. Synchronized service is when: ALL GUESTS ARE SERVED SIMULTANEOUSLY.
4. What is generally indicated on the name placard other than the name? TABLE #.
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?
LET THEM KNOW YOU WILL DO YOUR BEST TO ACCOMMODATE