

FOUZIA BURFIELD

6066 Franklin Avenue, Apt 15 · Los Angeles, CA 90028 · Cell: 917.660.3534
fouziad@gmail.com

QUALIFICATIONS

- Extensive experience in the hospitality business, including upscale and high volume restaurants, hotels and corporate environments
- Passionate about people, food, wine and spirits
- Value excellence regarding the guests' experience
- Enthusiastic team player and great communicator
- Cheerful, warm and courteous
- Clean, neat, organized and punctual
- Able to multi-task in fast-paced environment
- Detail oriented and sense of urgency
- Counter experience: barista and retail sales
- Multilingual: French, English
- POS Systems and Open Table Savvy

RELEVANT EXPERIENCE

Server

- Opening and closing duties
- Steps of service: greeting the guests, describing menu and specials, offering premium items and side dishes, taking orders, processing payments, clearing and resetting
- Reading the guests and anticipating their needs
- Table maintenance throughout service
- Teamwork and assisting colleagues whenever needed

Maitre D'/Manager

- Floor Supervisor
- Guests relations
- Lateral support

WORK HISTORY

2015 - 2016 Assistant Manager, Le Pain Quotidien Melrose, CA
2014 - 2014 Server, Living Room Restaurant, Peninsula Hotel Beverly Hills, CA
2009 - 2014 Server/Bartender, Crumbles Catering, Los Angeles, CA

RELEVANT CERTIFICATES AND AFFILIATIONS

2014 California Food Handler (Premier Foods Services, exp. 2017)
2009 BARSMARTS Certified (Pernod Ricard)

***References upon request

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
(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
(c)

- 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
(a)

- 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
(d)

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Match the Correct Vocabulary

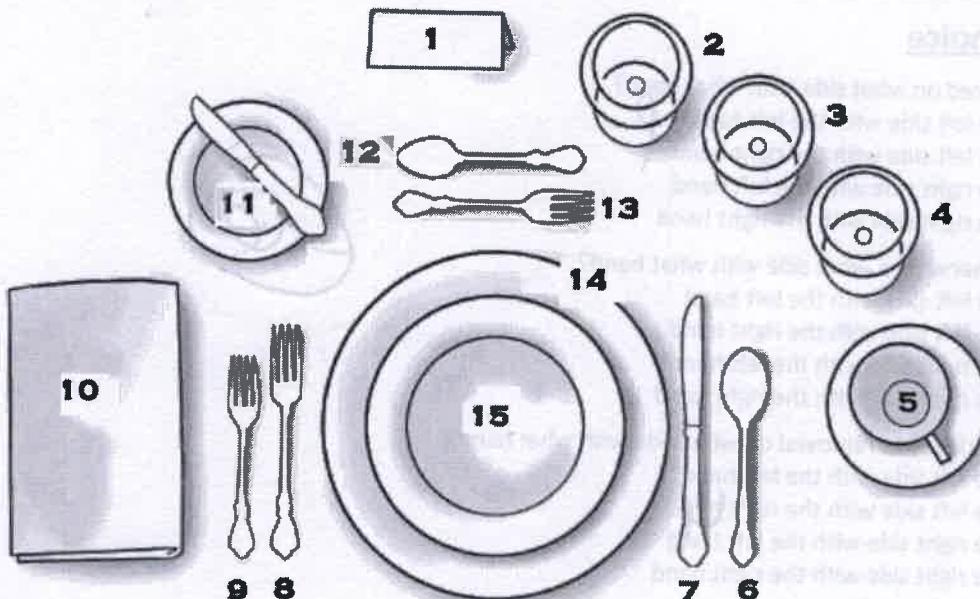
- D Scullery
- C Queen Mary
- A Chaffing Dish
- B French Passing
- G Russian Service
- F Corkscrew
- E Tray Jack

- 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 _____

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>12</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>13</u>	Teaspoon	<u>3</u>	Wine Glass (Red)
<u>14</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>15</u>	Soup Spoon	<u>14</u>	Service Plate
<u>16</u>	Salad Plate	<u>10</u>	Wine Glass (White)
<u>17</u>	Water Glass		

Fill in the Blank

1. The utensils are placed 1 to 2 inch (es) 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 SERVERS SERVE AT SAME TIME.
4. What is generally indicated on the name placard other than the name? COMPANY NAME.
5. The Protein on a plate is typically served at what hour on the clock? 6 O'CLOCK.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
INFORM MANAGER / SUPERVISOR / CHP.