

RICHARD WALKER SEDGWICK

601 Steiner Street, San Francisco, CA 94117 | (415) 650-7144 | walkersedgwick1@gmail.com

CAREER FOCUS

In my past work experience, I have held positions in a range of fields, giving me knowledge and tools to excel in many different work settings. I have experience in various food service positions, giving me great experience with customer service, working a register, and doing fast paced work in a kitchen, as well as serving. I also have experience in both sales and management, giving me a good understanding of all levels of a business, in both entry level and higher up positions.

CORE QUALIFICATIONS

- Works well with others
- Fast learner
- Very approachable
- Professional demeanor
- Efficient worker
- Team Leadership

EXPERIENCE

06/2016 to 08/2016	Server, Buca di Beppo <ul style="list-style-type: none">· Here at Bucca di Beppo, I got my first experience as a server, and really fell in love with the position. While I started off as a food runner, within two weeks I was put into a serving position because my manager could tell I would excel at the job. I did very well interacting with customers, and adjusted to my first position as a server very well.
10/2014 to 01/2016	Founder/Owner, Door 2 Door Detail <ul style="list-style-type: none">· Door 2 Door detail was a business that I started that grew from a hobby of mine after I bought my first car. I started a business in which I privately detailed automobiles through a mobile business where I came to my client's homes. I serviced hundreds of cars, and eventually began to train and employ people so I simply made a commission and did not actually have to service the cars myself. This gave me experience in both management, as well as the labor itself. This helped me learn the keys to working in a higher up position, for it was very time consuming running the website, making phone appointments, and scheduling hundreds of cars.
04/2014 to 08/2014	Administrative Assistant, Fox, Wang, and Morgan <ul style="list-style-type: none">· Here at a very successful law firm in my home town, I worked doing data entry on a large case the firm was working on. The work was tedious to say the least, however I was able to practice working out of my comfort zone, teaching me patience, and also gave me experience using excel and a number of different computer applications.
09/2013 to 05/2014	Sales Associate, Patchen California Christmas Tree Farm <ul style="list-style-type: none">· Here at Patchen California, I worked a job that required a wide range of responsibilities. During Christmas Season, my job mainly surrounded sales, where I provided customers with an extensive

	understanding of both the history of the farm and all types of trees, helping guide them to a purchase. Outside of Christmas season, I spent time helping market the owner's inventions which he patented and sold wholesale. I brought in the most revenue of all the sales associates in the 2013 season.
05/2013-09/2013	Barista, Los Gatos Coffee Roasting Company At this locally run coffee shop, I was in charge of the café area of the shop. I prepared food, brewed and served coffee, and most importantly provided great customer service to the patrons. This was my first job, and I gained my first experience in food service, and acquired great skills in customer service.

EDUCATION

2015	High School Diploma, <i>Los Gatos High School</i>
2019	Bachelor Of Science: Environmental Engineering, <i>California Polytechnic State University, San Luis Obispo (degree not earned yet in process)</i> .

Barista Test

Score / 15

C /

1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?

- a) 20 minutes
- b) 30 minutes
- c) 60 minutes

B

2) What are the basic ingredients of a Latte?

- a) Milk, Espresso, Whipped Cream
- b) Espresso, Steamed Milk
- c) Water, Espresso, and Foam

C /

3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?

- a) 2 minutes
- b) 4 minutes
- c) 5 minutes

(I usually say 3-5 depending on the tea)

A

4) When steaming milk for a beverage, what temperature should you steam the milk to?

- a) 150-160 degrees
- b) 190-200 degrees
- c) 120-130 degrees

C

5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?

- a) 8 seconds
- b) 20 seconds
- c) 10 seconds

C

6) What do you do if a customer says their latte does not taste like there is espresso in it?

- a) Tell them you made the drink according to the recipe so it should be fine
- b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
- c) Apologize to the customer and remake their drink according to standards
- d) Walk away and have another barista remake their drink

B

7) You can re-steam milk _____?

- a) Only Once
- b) Never
- c) Sometimes
- d) Always

A

8) What is the proper ratio of coffee grounds to water?

- a) 2 Tablespoons coffee to 6oz water
- b) 2 Tablespoons coffee to 8oz water
- c) 1 Tablespoon coffee to 6oz water
- d) 2 Teaspoons coffee to 8oz water

C

9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?

- a) Make their drink with regular milk and hope they do not notice
- b) Apologize and ask the customer to come back tomorrow
- c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
- d) Inform your manager we are out of soy

B 10) Decaffeinated coffee is 100% caffeine free?
a) True
b) False

C 11) What are the basic ingredients in a cappuccino?
a) Coffee, Milk, Foam
b) Espresso, Foam
c) Espresso, Steamed Milk, Foam
d) Espresso, Cream, Foam

A 12) What is a café au lait?
a) Coffee, Steamed Milk
b) Coffee, Cold Milk
c) Coffee, Cream, Sugar
d) Espresso, Cold Milk

C 13) What does "half caf" mean?
a) Half cream and half regular milk
b) Half as much coffee as normal
c) Half regular and half decaf coffee

A 14) What does it mean when a customer requests their cappuccino "dry"?
a) Less milk and more foam
b) No milk and lots of foam
c) Extra foam
d) No foam and no milk

B 15) What is an Americano?
a) Regular drip coffee
b) Espresso with water
c) Coffee with cream
d) Iced coffee

Dishwasher Test

Score / 10

- B 1) After washing your hands, which item should be used to dry them?
- Clean apron
 - Sanitized wiping cloth
 - Single use paper towel
 - Common used cloth

-3

- C 2) While washing dishes by hand, which item should you wear?
- Cutting glove
 - Oven Mitt
 - Rubber glove
 - Nothing

- D 3) When should you wash your hands?
- Before you start work
 - After handling non-food items (garbage, money, cleaning chemicals)
 - After using the restroom
 - All of the above

- A 4) If you need to move a heavy load, you should PULL and not PUSH the object.
- True
 - False

- E 5) Which of the following could you be at risk for getting burned from?
- Steam from boiling pots
 - Hot liquids (coffee, soup, tea)
 - Hot equipment (ovens, pots, chafing dishes)
 - Harsh chemicals
 - All of the above

- A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
- True
 - False

- C 7) What should you do if you spill liquids or see a liquid spill?
- Leave it for someone else to clean-up
 - Wait until the end of your shift to clean it
 - Flag the spill and clean it immediately
 - Not sure

- C 8) When handling hot items you should?
- Wear rubber gloves
 - No need to wear anything
 - Use an oven mitt or dry cloth towel
 - Nothing

- A 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?
- Rinsing
 - Scraping
 - Washing
 - Sanitizing

- B 10) What is the proper method for cleaning and sanitizing stationary equipment?
- Spray with a strong cleaning solution and wipe with a sanitized cloth
 - Spray with a sanitizing solution, then rinse with clean water and dry
 - Wash and rinse, then wipe or spray with a chemical-sanitizing solution
 - Brush off loose soil with a clean cloth, then wipe with a sanitizing solution

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

- 12

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

- 12

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

- 12

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

- 12

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

- 12

P 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

- 12

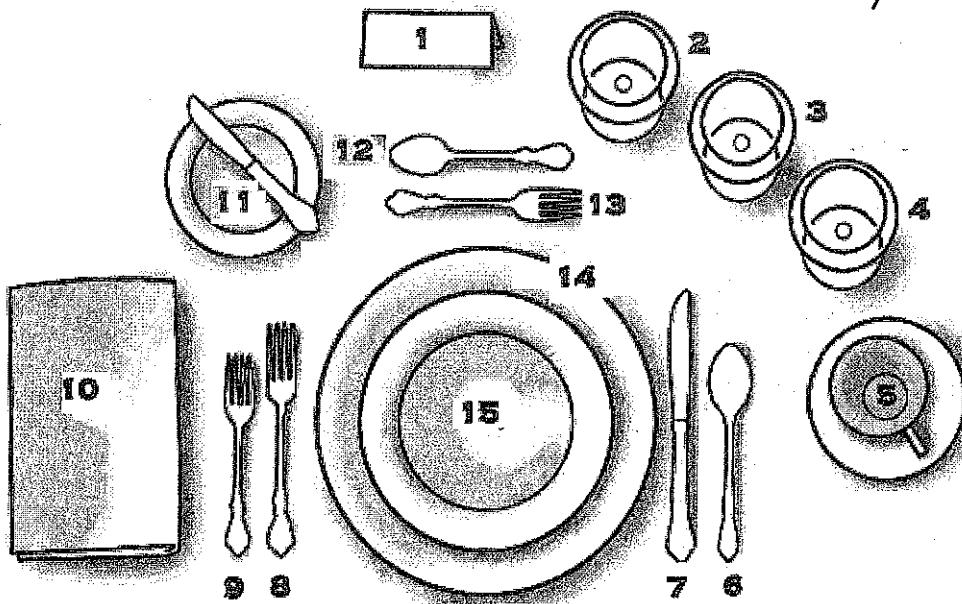
Match the Correct Vocabulary

<u>D</u>	Scullery	A. Metal buffet device used to keep food warm by heating it over warmed water
<u>E</u>	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)
<u>A</u>	Chaffing Dish	C. Used to hold a large tray on the dining floor
<u>B</u>	French Passing	D. Area for dirty dishware and glasses
<u>G</u>	Russian Service	E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
<u>F</u>	Corkscrew	F. Used to open bottles of wine
<u>C</u>	Tray Jack	G. Style of dining in which the courses come out one at a time

Name _____

Servers Test

Score 28/35 / 35



Match the Number to the Correct Vocabulary

- 10 Napkin
- 11 Bread Plate and Knife
- 1 Name Place Card
- 12 Teaspoon
- 13 Dessert Fork
- 6 Soup Spoon
- 15 Salad Plate
- 2 Water Glass

- 8 Dinner Fork
- 5 Tea or Coffee Cup and Saucer
- 7 Dinner Knife
- 3 Wine Glass (Red)
- 13 Salad Fork
- 14 Service Plate
- 4 Wine Glass (White)

Fill in the Blank

1. The utensils are placed 2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar + milk
3. Synchronized service is when: Serving meals / clearing plates in an appropriate, synchronized manner
4. What is generally indicated on the name placard other than the name? CCUP a hen
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 the chef