

# ANDREAS ROBLEDO

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## professional summary

Fine dining and catering professional versed in guest services food and beverage operations. Experienced in large scale events, as well as intimate gourmet dining and afternoon tea services. Bilingual host/busser with five years work in the restaurant business. I am focused on efficient teamwork and complete customer satisfaction. Seeking full-time position with a flexible schedule. Customer-oriented server with excellent interpersonal and communication skills.

## skills

- Organized and efficient server
- ServSafe certification
- Quick problem solver
- Thrives in fast-paced environment
- Committed team player
- CPR certification
- Lifts and carries up to 300 lbs
- High energy
- Guest relations professional
- Cash handling expert
- Bar terminology
- Liquor and smoking laws familiarity
- Up-selling capability
- Top-tier, full-service dining background
- Courteous, professional demeanor

## work history

### Host

L.B. SteakHouse

Jun 2015 - Feb 2016

334 Santana Row, San Jose, CA

- Consistently provided professional, friendly and engaging service.
- Skillfully promoted items on beverage lists and restaurant specials.
- Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.
- Displayed enthusiasm and knowledge about the restaurant's menu and products.
- Routinely supported other areas of the restaurant as requested, including answering telephones and completing financial transactions for other staff.
- Set dining tables according to type of event and service standards.
- Addressed diner complaints with kitchen staff and served replacement menu items promptly.
- Quickly recorded transactions in MICROS system to deliver prompt service.
- Immediately reported accidents, injuries or unsafe work conditions to manager.
- Routinely cleaned work areas, glassware and silverware throughout each shift.

### Sales associate/ Floor supervisor

Shoe Palace

Feb 2015 - Jul 2015

Oakridge Mall

- Developed and maintained positive working relationships with others to reach business goals.
- Accessorized all clothing for photo shoots according to brand-specific guidelines.
- Properly accessorized samples.
- Repaired and replaced defective garment parts, including pockets, pocket flags and coat linings.
- Verified that all customers received receipts for purchases.
- Organized racks and shelves to maintain the visual appeal of the store.
- Developed positive customer relationships through friendly greetings and excellent service.
- Demonstrated use and care of merchandise.
- Answered questions regarding the store and its merchandise.

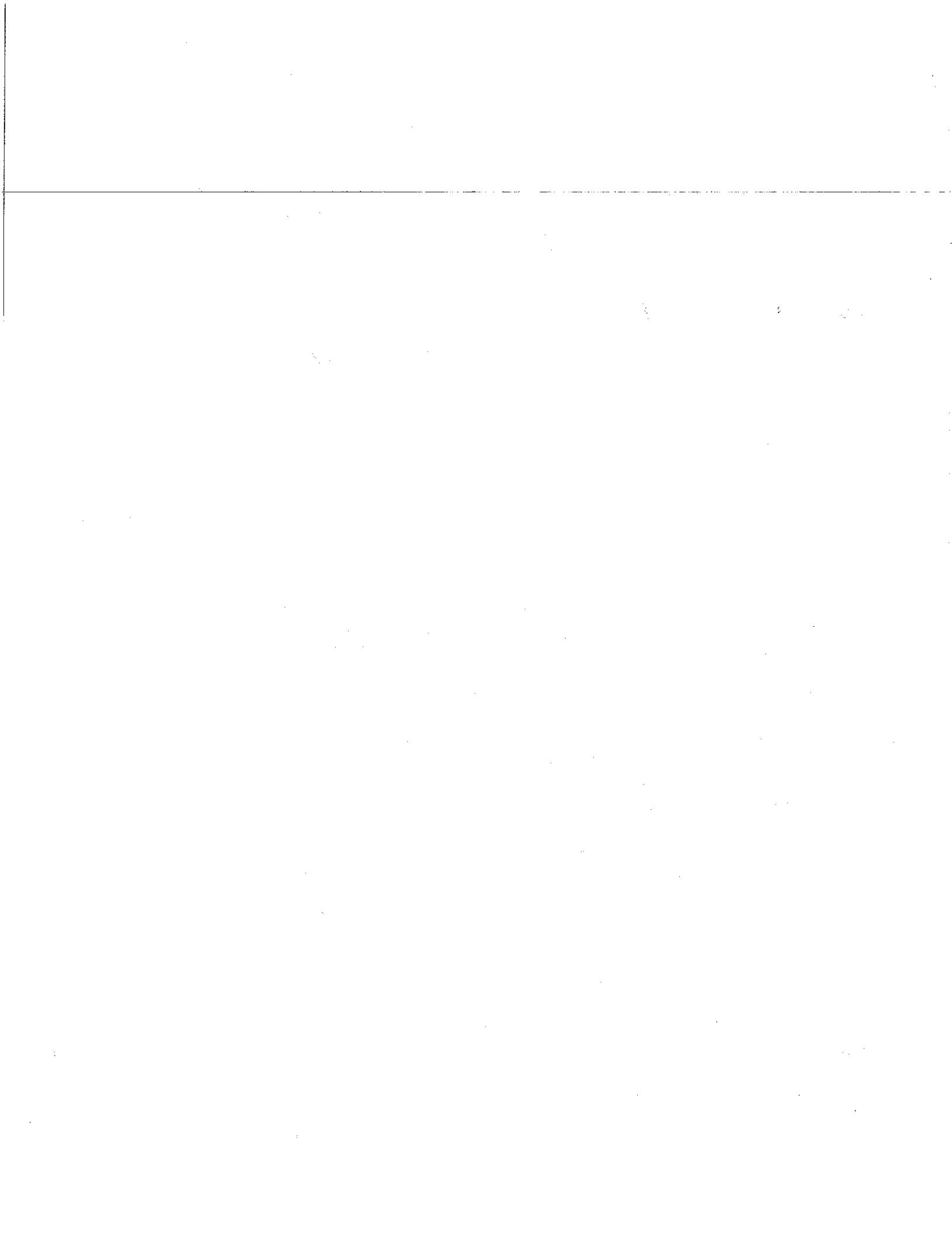
### Supervisor/ Cashier

Dickey's BBQ

Sep 2014 - May 2015

Fremont, CA

- Consistently provided friendly guest service and heartfelt hospitality.
- Promptly and empathetically handled guest concerns and complaints.
- Demonstrated integrity and honesty while interacting with guests, team members and managers.
- Greeted customers.



**Multiple Choice**

D. 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

b. 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

b. 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**

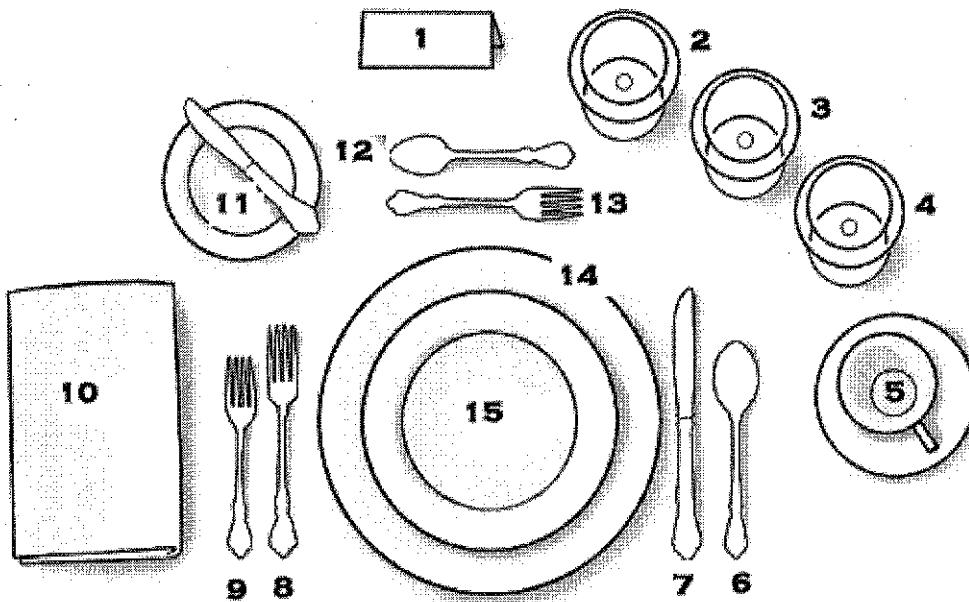
D. A. Scullery  
 E. C. Queen Mary  
 A. D. D. Chaffing Dish  
 B. French Passing  
 G. Russian Service  
 F. Corkscrew  
 C. E. E. Tray Jack

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 \_\_\_\_\_

**Servers Test**

**Score / 35**



**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>2.</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>3.</u>	Wine Glass (White)
<u>4.</u>	Water Glass		

**Fill in the Blank**

1. The utensils are placed one inch inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Milk and a Sweetener
3. Synchronized service is when: all plates served at once
4. What is generally indicated on the name placard other than the name? Company name meal choice
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?  
write it down and let cooks know.

**Bartenders Test**

**Score** / 35

**Multiple Choice** (6 points)

b. 1) Carbonation \_\_\_\_\_ the rate of intoxication.  
 a) Slows down  
 b) Speeds up  
 c) Does nothing to

C. 2) What are the six most commonly used spirits?  
 a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice  
 b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila  
 c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel  
 d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum

b. 3) You can accept an expired ID as long as all other information is correct.  
 a) True  
 b) False

b. 4) If someone has had too much to drink, serving them coffee will help sober them up.  
 a) True  
 b) False

c. 5) What are the acceptable forms of ID for Alcohol Consumption?  
 a) State or Government Issued ID Card or Drivers License  
 b) Passport or Passport ID Card (as long as it lists the person's date of birth)  
 c) School ID or Birth Certificate  
 d) A & B  
 e) A, B & C

b. 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.  
 a) True  
 b) False

$20/35 = 57\%$

**Vocabulary** (9 points)

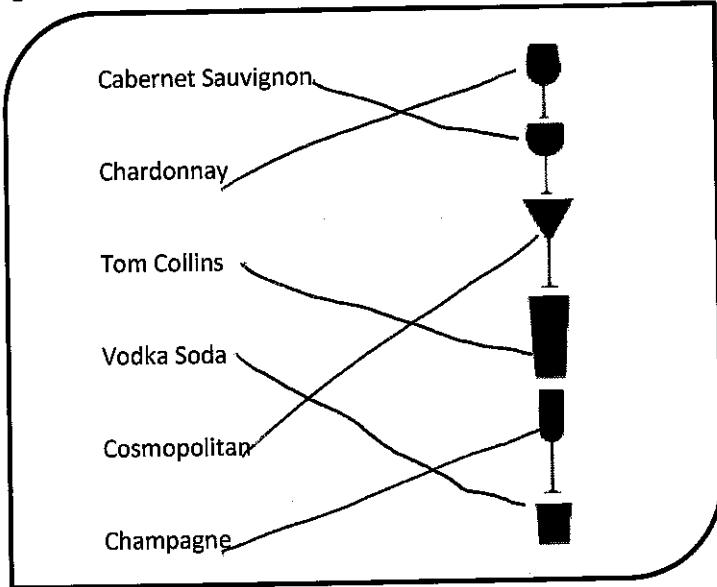
Match the word to its definition

C i. ① "Straight Up"  
f j. ② Shaker Tin  
i d. ③ "Neat"  
A h. ④ Muddler  
b g. ⑤ Strainer  
C c. ⑥ Jigger  
d e. ⑦ Bar Mat  
f f. ⑧ "Float"  
V l. ⑨ "Back"

a. Used to crush fruits and herbs for craft cocktail making  
b. Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured  
c. To serve chilled liquor in a chilled stemmed cocktail glass with no ice  
d. To pour  $\frac{1}{2}$  oz of a liquor on top  
e. Used to measure the alcohol and mixer for a drink  
f. Used to mix cocktails along with a pint glass and ice  
g. Used on the bar top to gather spills  
h. Requesting a separate glass of another drink  
i. Means to serve spirit room temperature in a rocks glass with no ice

**Glassware (6 points)**

Match the correct glass to the drink



**Answer and Question (14 points)**

Provide examples of 3 brand name "top shelf" spirits (3 points): Grey Goose, Belvedre, Hennessy

What are the ingredients in a Manhattan? vermouth, whiskey, bitters (cherry garnish)

What are the ingredients in a Cosmopolitan? vodka, triple sec, cranberry juice, lime

What are the ingredients in a Long Island Iced Tea? gin, vodka, rum, tequila, triple sec, gomme syrup, splash of cola, lemon juice

What makes a margarita a "Cadillac"? grand marnier float

What is simple syrup? equal parts sugar dissolved in water

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)  
-1 No ; marrying liquor

What should you do if you break a glass in the ice? Remove all the ice and replace ice bucket

When is it OK to have an alcoholic beverage while working? Never

What does it mean when a customer orders their cocktail "dirty"? extra strong add olive juice

What are the ingredients in a Margarita? tequila, sweet and sour, conintreau

## NOTICE TO EMPLOYEE

*Labor Code section 2810.5*

### EMPLOYEE

Employee Name: Andreas Robledo

Start Date: 10/19/16

### EMPLOYER

Legal Name of Hiring Employer: S.E Scher

Is hiring employer a staffing agency/business (e.g., Temporary Services Agency; Employee Leasing Company; or Professional Employer Organization [PEO])?  Yes  No

Other Names Hiring Employer is "doing business as" (if applicable):

Acrobat Outsourcing

Physical Address of Hiring Employer's Main Office:

665 Third St. Suite 415, San Francisco, CA. 94107

Hiring Employer's Mailing Address (if different than above):

Hiring Employer's Telephone Number: 415-431-8826

If the hiring employer is a staffing agency/business (above box checked "Yes"), the following is the other entity for whom this employee will perform work:

Name: \_\_\_\_\_

Physical Address of Main Office: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

### WAGE INFORMATION

Rate(s) of Pay: \$13 & \$14 Overtime Rate(s) of Pay: \$19.50; \$21

Rate by (check box):  Hour  Shift  Day  Week  Salary  Piece rate  Commission

Other (provide specifics): \_\_\_\_\_

Does a written agreement exist providing the rate(s) of pay? (check box)  Yes  No

If yes, are all rate(s) of pay and bases thereof contained in that written agreement?  Yes  No

Allowances, if any, claimed as part of minimum wage (including meal or lodging allowances):

(If the employee has signed the acknowledgment of receipt below, it does not constitute a "voluntary written agreement" as required under the law between the employer and employee in order to credit any meals or lodging against the minimum wage. Any such voluntary written agreement must be evidenced by a separate document.)

Regular Payday: FRIDAY

## WORKERS' COMPENSATION

Insurance Carrier's Name: Integro USA Inc. dba Integro Insurance Brokers

Address: 1 State Street Plaza, 9<sup>th</sup> floor, New York, NY. 10004

Telephone Number: 212-295-5440

Policy No.: LDC4042609 AOS

Self-Insured (Labor Code 3700) and Certificate Number for Consent to Self-Insure: \_\_\_\_\_

### PAID SICK LEAVE

Unless exempt, the employee identified on this notice is entitled to minimum requirements for paid sick leave under state law which provides that an employee:

- a. May accrue paid sick leave and may request and use up to 3 days or 24 hours of accrued paid sick leave per year;
- b. May not be terminated or retaliated against for using or requesting the use of accrued paid sick leave; and
- c. Has the right to file a complaint against an employer who retaliates or discriminates against an employee for
  1. requesting or using accrued sick days;
  2. attempting to exercise the right to use accrued paid sick days;
  3. filing a complaint or alleging a violation of Article 1.5 section 245 et seq. of the California Labor Code;
  4. cooperating in an investigation or prosecution of an alleged violation of this Article or opposing any policy or practice or act that is prohibited by Article 1.5 section 245 et seq. of the California Labor Code.

The following applies to the employee identified on this notice: (Check one box)

1. Accrues paid sick leave only pursuant to the minimum requirements stated in Labor Code §245 et seq. with no other employer policy providing additional or different terms for accrual and use of paid sick leave.

2. Accrues paid sick leave pursuant to the employer's policy which satisfies or exceeds the accrual, carryover, and use requirements of Labor Code §246.

3. Employer provides no less than 24 hours (or 3 days) of paid sick leave at the beginning of each 12-month period.

4. The employee is exempt from paid sick leave protection by Labor Code §245.5. (State exemption and specific subsection for exemption):\_\_\_\_\_

### ACKNOWLEDGEMENT OF RECEIPT

(Optional)

Erika Komatsu

(PRINT NAME of Employer representative)

(SIGNATURE of Employer Representative)

12/19/16

(Date)

(PRINT NAME of Employee)

(SIGNATURE of Employee)

(Date)

The employee's signature on this notice merely constitutes acknowledgement of receipt.

Labor Code section 2810.5(b) requires that the employer notify you in writing of any changes to the information set forth in this Notice within seven calendar days after the time of the changes, unless one of the following applies: (a) All changes are reflected on a timely wage statement furnished in accordance with Labor Code section 226; (b) Notice of all changes is provided in another writing required by law within seven days of the changes.