

# ADRIAN GOODWIN

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## accomplishments

- Awarded "Outstanding Employee" in 2004-9 Generated a 43% increase in wine sales by making appropriate food-pairing suggestions to guests..

## professional summary

Outgoing Bartender , Server, Hostess offering extensive knowledge of hospitality etiquette, food preparation and superior customer service.Organized, independent worker with strong time management skills. Detail-oriented and able to learn new tasks quickly and effectively.Friendly and courteous server with five years' work in a bar and restaurant setting. Proficient knowledge of food, wine and spirits. Seeking a position in an upscale restaurant, resort or country club.High energy, outgoing hostess with a dedication to positive guest relations desires a position as a server or hostess in a fast-paced restaurant or bar. High volume dining, customer service and cash handling background.

## skills

Highly responsible and reliable Upbeat, outgoing and positive Works well under pressure High-volume dining Extensive hospitality background Food safety understanding Trained in liquor, wine and food Point of Sale (POS) system operation service Exceptional interpersonal skills Food and beverage specialist

## work history

### Waitress , Server , Hostess

May 2012 - Sep 2016

Four Queens Hotel & Casino / Binions Casino

Las Vegas, NV

- Assisted guests with making menu choices in an informative and helpful fashion.Delivered exceptional service by greeting and serving customers in a timely, friendly manner.Maintained knowledge of current menu items, garnishes, ingredients and preparation methods.Promptly served all food courses and alcoholic beverages to guests.

### Cocktail Waitress / Cigar Cigarette Girl

Venetian Hotel

Las Vegas, CA

- Delivered exceptional service by greeting and serving customers in a timely, friendly manner.Appropriately suggested additional items to customers to increase restaurant sales.Promptly served all food courses and alcoholic beverages to guests.Managed closing duties, including restocking items and reconciliation of the cash drawer.

### Housekeeper

The Linq

Las Vegas, NV

- Regularly checked on guests to ensure satisfaction with each food course and beverages.Managed closing duties, including restocking items and reconciliation of the cash drawer.Skillfully anticipated and addressed guests' service needs.Delivered exceptional, friendly and fast service.

## education

### Coursework in Business Management and Operations: Medical Billing and Coding

2013

Everest college Henderson

Medical Billing and Coding 0



**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
- A 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
- C 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 dining 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**

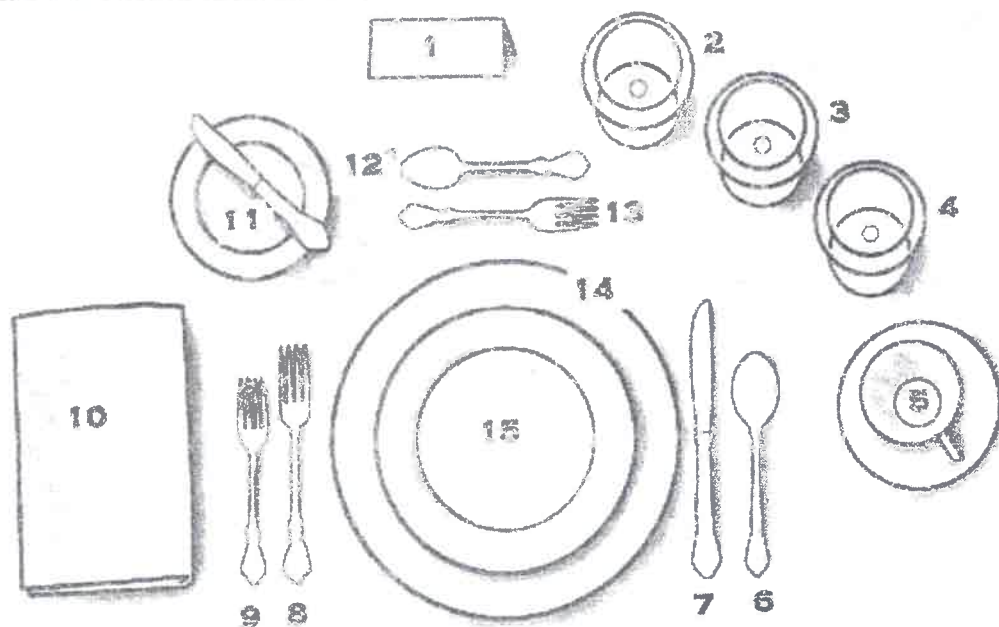
- |                          |   |
|--------------------------|---|
| <u>D</u> Scullery        | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>A</u> Queen Mary      | <u>B</u> Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>C</u> Chaffing Dish   | <u>C</u> Used to hold a large tray on the dining floor  |
| <u>B</u> French Passing  | <u>D</u> Area for dirty dishware and glasses  |
| <u>G</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>F</u> Corkscrew       | <u>F</u> Used to open bottles of wine   |
| <u>E</u> Tray Jack       | <u>G</u> Style of dining in which the courses come out one at a time  |

Name

Adrian Gorkwin

**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>3</u>  | Wine Glass (Red)             |
| <u>13</u> | Dessert Fork          | <u>9</u>  | Salad Fork                   |
| <u>6</u>  | Soup Spoon            | <u>15</u> | Service Plate                |
| <u>4</u>  | Salad Plate           | <u>4</u>  | Wine Glass (White)           |
| <u>3</u>  | Water Glass           |           |                              |

Fill in the Blank

- The utensils are placed 2-3 1-2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? tea spoon, tea plate, napkin
- Synchronized service is when: complete in orderly task
- What is generally indicated on the name placard other than the name? table number
- 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?  
report it and make sure they receive their plate correctly