

Gwendolyne Montejano

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951.442.0222

Experienced Server bringing enthusiasm, dedication and an exceptional work ethic in food service and in the hospitality industry. Highly skilled in guest interaction, Strong ability to troubleshoot and problem-solve in fast paced environments. Equipped with the finesse to effectively communicate with a variety of client and personality types. Seeking to apply professional background with a team that values a guest-driven approach to hospitality work.

HIGHLIGHTS

- Effective team player
- Cash handling
- Exceptional customer service skills
- Cheerful and energetic
- POS system operation
- Ability to handle fast paced environment
- Responsible and reliable
- Multi-tasker
- Bilingual in English and Spanish

EXPERIENCE

SUNSET MARQUIS HOTEL JUNE 2013 - NOVEMBER 2013 SUMMER BARTENDER

- Provided towels and other pool amenities to hotel guests
- Delivered exceptional service by greeting and serving customers in a timely, friendly manner.
- Answered questions about menu selections and made recommendations when requested.
- Appropriately suggested additional items to customers to increase restaurant and bar sales.
- Skillfully anticipated and addressed guests' service needs.
- Completed opening and closing checklists according to set standards.

HOOTERS RESTAURANT JULY 2008 - MAY 2014 SERVER/BARTENDER

- Regularly checked on guests to ensure satisfaction with each food course and beverages.
- Demonstrated awareness of liability issues and the law by confirming legal drinking age and discontinuing service to intoxicated guests.
- Built customer confidence by actively listening to their concerns and giving appropriate feedback.
- Built and maintained effective relationships with peers and upper management.

UP-TIME ENERGY JUNE 2014 - PRESENT BRAND AMBASSADOR

- Educated customers on product's key details in efforts to increase store sales.
- Provided product samples and informational brochures to persuade people to buy product.
- Suggested specific product purchases to meet customers' needs.
- Submitted detailed reports and analysis on event execution.

*References available upon request

EDUCATION

Rancho Verde High School - June 2007

The Art Institute of California San Diego- Bachelors; Fine Arts- September 2011

Name Gwen

Servers Test

Score 31 / 35

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
- 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
- b 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

-4 88%

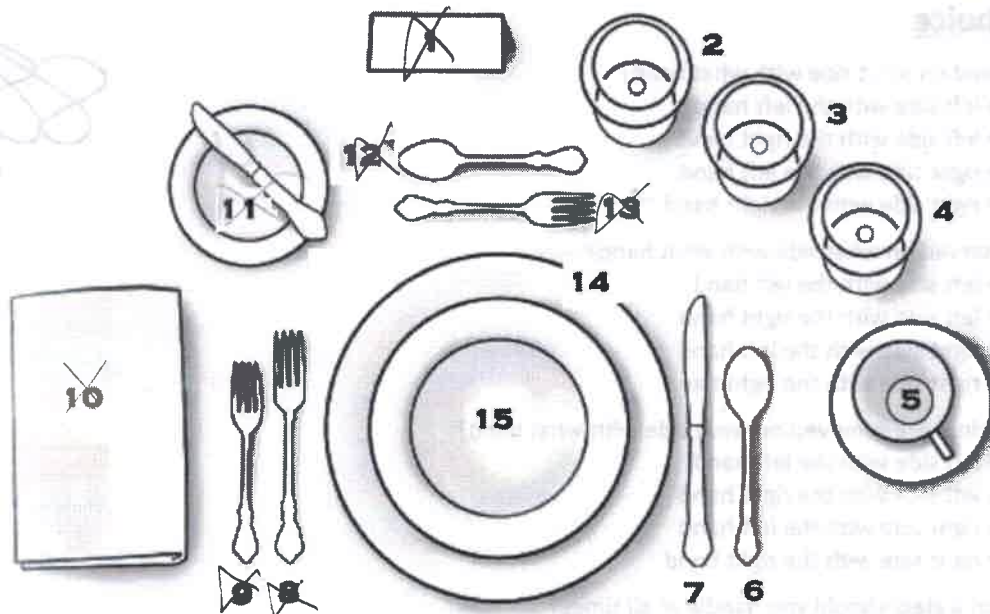
Match the Correct Vocabulary

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

Name Gwen

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>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>2</u>	Wine Glass (White)
<u>4</u>	Water Glass		

Fill in the Blank

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar caddy / honey
- Synchronized service is when: _____
- What is generally indicated on the name placard other than the name? plus # guest
- The Protein on a plate is typically served at what hour on the clock? _____
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Find menu options or Ask Chef / cook