

LORENZO AGUILAR

2553 EARLE AVE., ROSEMEAD CA 91770

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Objectives

Seeking a Server position. Offering excellent skills in customer service and hospitality.

Experience

Banquet Server

• 09/2015 – Present
1st Class Event Services, www.1stclasseventservices.com (323)712-4391

Responsible for serving guests in prompt and courteous manner

Ability to lift trays with 5-8 plates weighing approximately 30lbs

Bus and set tables

Set up banquet room

Anticipate guests' needs, respond promptly and acknowledge all guests

Resolve guest complaints ensuring satisfaction

Banquet Server

• 12/2014 - Present
Luminaria Restaurant • 3500 Ramona Blvd., Monterey Park, CA 91754 (323)264-8429

Responsible for organizing presentable dining room environment, follow all BEO specifications.

Provide customers with a pleasant dining experience and quality service

Assist others in carrying out prepared meals and serving

Ensured the cleanliness of dining area and food items before serving

House Painter

• 1987-Present
2411 Hill Ave., Rosemead CA 91770 (626)731-3248

Painting skills on single-family, multi-family, and commercial building projects

Organize and direct innovated procedures and enable projects to be completed as scheduled

Effectively followed specifications, make calculations, and completed projects while meeting deadlines

Proven ability to reduce cost

Over five years' experience as a painter

Hotel Food Server

• 09/2010-11/2014
Double Tree • 888 Montebello Blvd., Rosemead 91770 CA (323)722-8800

Provide customers with a pleasant dining experience and quality service
Assist others in carrying out prepared meals and serving
Ensured the cleanliness of dining area and food items before serving
Conduct final check of food items prior to serving customers to ensure quality
Operate cash register, handle cash, balance cash drawer and open and close register
Held responsibility of handling/serving all food items as per the policies of the state (as some items may be banned in particular states).
Worked in coordination with other departments to ensure that customers get quality service and satisfaction.
Maintained serving standards and follow all regulations while performing duties
Promote weekly specials
Answered customer questions
Followed up on customer complaints
Assisted in training new clerks in food service

Erosion Control

• 09/1999-03/2008

Orange County Sand Bagger • 2424 Batavia Ave., Orange 92856 CA (714)637-2000

Operated water truck, dump truck, front end loader and fork lift

Shipped and filled orders

Verified incoming shipments to invoice and reading order forms

Responsible for utilizing map books and locating addresses, preparing order for shipping

Skills

- Demonstrates skills in greeting customers, presenting menus, taking food orders and expediting them through the kitchen.
- In-depth understanding of serving food and attending to the customers' needs.
- Demonstrates ability to maintain proper condition and sanitation of dining area and servicing tools
- Accept payments in cash and credit card
- Dependable, creative, and quick learner
- Responsible, work well unsupervised and honest
- Received several awards for "Employee of the Month" and "Employee of the Year"

Education/Training

Safety & Security - Certification

California Food Handler - Certification

Tips On Premise - Certification

Rosemead High School

References

Erain Felix, Police Dispatcher
603 Briarwood Ln.,
San Dimas, CA 91773
(909)762-1101

Ruben Sandoval, Pastor & Bank Manger
21103 Calora St.,
Covina, CA 91722
(626)379-4744

Leonard Valdez, U.S.P.S. Mail Carrier
3411 Orange St., Apt D
La Puente, CA 91744
(323)407-2777

Servers Test

Score / 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 C
 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

D
D

Match the Correct Vocabulary

D **Scuillery**

A. Metal buffet device used to keep food warm by heating it over warmed water

E **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)

A **Chaffing Dish**

C. Used to hold a large tray on the dining floor

F **French Passing**

D. Area for dirty dishware and glasses

R **Russian Service**

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

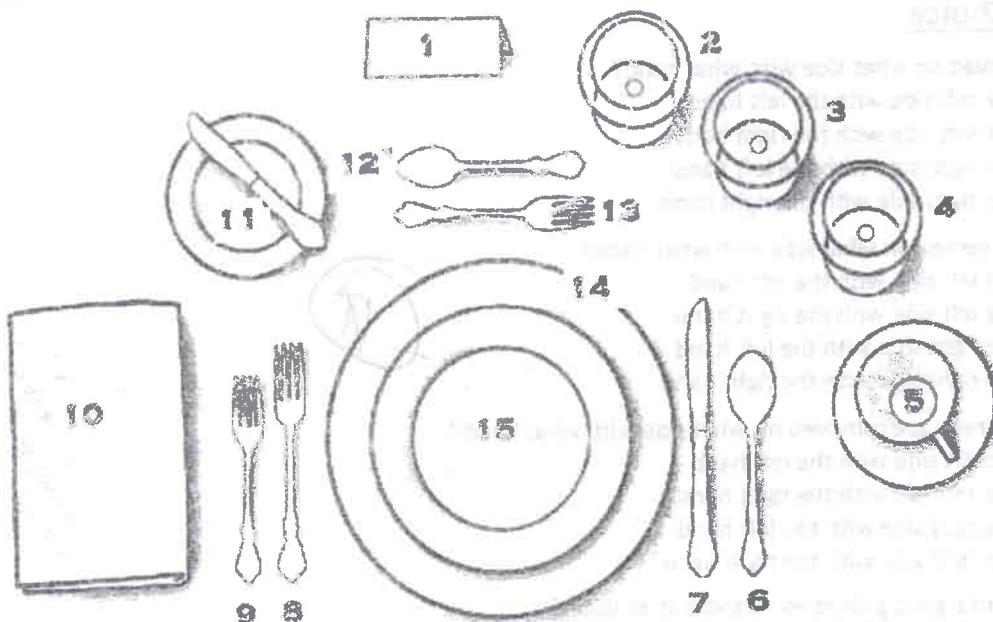
F **Corkscrew**

F. Used to open bottles of wine

C **Tray Jack**

G. Style of dining in which the courses come out one at a time

Servers Test



Match the Number to the Correct Vocabulary

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

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

Fill in the Blank

1. The utensils are placed 1/2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cup and saucer
3. Synchronized service is when: all the courses are served at the same time
4. What is generally indicated on the name placard other than the name? what the guest will be having
5. The Protein on a plate is typically served at what hour on the clock? 2
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? get it for them