

NADEJDA BALAN

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EXPERIENCE

Server/Bartender

01/05/2014 to 10/15/2016

Anaheim, CA

Hotel Indigo, IHG Brand

435 W Katella Ave. Anaheim, CA 92802

Maintaining proper dining experience, delivering items, fulfilling customer needs, presenting menus, suggesting dishes, informing customers about food preparation details, removing courses, replenishing utensils, refilling glasses.

Waitress/Server

06/2011 to 07/2013

Dunarea Restaurant European Cuisine

Anaheim, CA

821 N. Euclid str. # C

Greeting and serving customers in a timely, friendly manner. Promptly served all food courses and alcoholic beverages to guests. Answered questions about menu selections and made recommendations when requested. Managed closing duties, including restocking items and reconciliation of the cash drawer. Checked in deliveries and signed off on products received. Prepared the buffet and salad bar for dinner service. Politely answered phones promptly and recorded and confirmed reservations

EDUCATION

2010

Chisinau City, Republic of Moldova

BA: Law

Technical University of Moldova

Specialty – Law

Thesis – Legal regime of real estate in Republic of Moldova

Title obtained – BA in Law

2006

High School Diploma: General Studies

Romanien - French High School Gheorghe Asachi
Republic of Moldova

Chisinau City,

Coursework in Art

Coursework in foreign languages (English, French)

2003

General Studies

Liviu Deleanu school

Certificate of secondary education

Chisinau City, Republic of Moldova

Name Nadejda Balan

Servers Test

Score / 35

Multiple Choice

- 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
- 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
- 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
- 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
- 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
- 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

P E Scullery

E D Queen Mary

A Chaffing Dish

B French Passing

G Russian Service

F Corkscrew

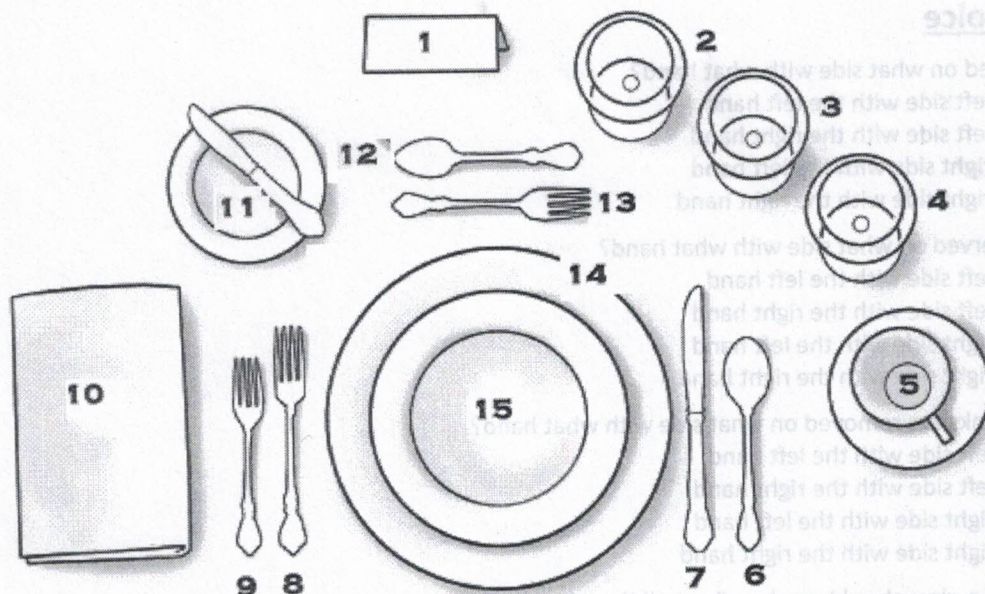
C Tray Jack

- 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

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Servers Test

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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>9</u>	Dessert Fork	<u>13</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, milk
- Synchronized service is when: When all the food and drinks are brought in a timed manner
- What is generally indicated on the name placard other than the name? Reserved
- The Protein on a plate is typically served at what hour on the clock? 12
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Notify the kitchen