

JOSHUA GASKIN

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SUMMARY

Food and Beverage worker with more than 1-year experience (15 months) in food & beverage preparation and service. Possessor of keen knowledge of wines, entrees, and responsibility of a successful waiter. Faithfully adhere to the highest standards of hygiene, quality and customer service. Aiming to leverage my knowledge to effectively performing duties at various events.

WORK HISTORY

June 2016 – Present

Special Events Staffing – VIP Catering Server/ Tray Passer/Food Runner/Busser

- Provide friendly, expedited, quality customer service to each VIP client and their guests.
- Answer questions about food options and make recommendations when requested.
- Ability to demonstrate complete knowledge of each menu item to guests.
- Effectively communicated with kitchen staff regarding customer allergies dietary needs and other special requests.
- Promptly served all food courses and alcoholic beverages to guests.
- Regularly checked on guests to ensure satisfaction with each food course and beverages

Aug 2015 – Present

StaffWorkX – VIP Catering Server/ Tray Passer/Food Runner/Busser

- Set up tables, linens, chairs, and serving stations for full service banquet events.
- Serve foods and beverages in designated order and quickly remove dishes at end of each course, meal or function; replenish beverages and check with guests to ensure satisfaction.
- Explain menu items and food content to guests.
- Ensure consistency in preparation and presentation of food items.

Jan 2006 – Nov 2012

Recreation Assistant - City of Rocklin

- Learned and applied City's policies, procedures, and organizational priorities related to facility use.
- Planned for scheduled events by verifying room set ups, keeping close contact with client prior to event, and prepared user contracts with necessary information.
- Responsible for all aspects of facilities during leased functions and guaranteed adherence to the user contracts.
- Composed written report of event outcomes.

SUMMARY OF QUALIFICATIONS

- TIPS-Certified (2016)
- ServSafe Food Handler Certificate (2016)
- 1 year-experience in VIP/High Profile Food and Beverage services.
- Ability to memorize entire menu within workday, including ingredient combinations.
- Excellent ability to communicate in English both orally and in writing and to comprehend oral and written instructions.

EDUCATION

- Sierra College – Associates Arts Degree, 2008 – 2010
- Cal State University Long Beach – Bachelor's Degree in Psychology – 2013 to Present

JOSHUA GASKIN

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SUMMARY

Food and Beverage worker with more than 4 year experience (18 months) in food & beverage preparation and service. Possessor of keen knowledge of wines, wines, and responsibility of a successful waiter. Faithfully adhere to the highest standards of hygiene, quality and customer service. Aiming to leverage my knowledge to effectively performing duties at various events.

WORK HISTORY

June 2016 - Present

- Special Events Staffing - VIP Catering Service Tray Passer/food Runner/Bussier**
- Provide friendly, expedient, quality customer service to each VIP client and their guests.
 - Answer questions about food options and make recommendations when requested.
 - Ability to demonstrate complete knowledge of each menu item to guests.
 - Effectively communicated with kitchen staff regarding customer allergies dietary needs and other special requests.
 - Promptly served all food courses and alcoholic beverages to guests.
 - Regularly checked on guests to ensure satisfaction with each food course and beverage.

Aug 2015 - Present

- Starworks - VIP Catering Service Tray Passer/food Runner/Bussier**
- Set up tables, linens, chairs, and serving stations for full service banquet events.
 - Serve food and beverages in designated order and quickly remove dishes at end of each course, meal or function; replenish beverages and check with guests to ensure satisfaction.
 - Explain menu items and food content to guests.
 - Ensure consistency in preparation and presentation of food items.

Jan 2008 - Nov 2015

Recruitment Assistant - City of Rocklin

- Learned and applied City's policies, procedures, and organizational priorities related to facility use.
- Planned for scheduled events by verifying room set up, keeping close contact with client prior to event, and preparing user contracts with necessary information.
- Responsible for all aspects of facilities during leased functions and guaranteed adherence to the user contracts.
- Composed written report of event outcomes.

SUMMARY OF QUALIFICATIONS

- Tip-2-Certified (2016)
- Servers Food Handler Certificate (2016)
- 1 year experience in VIP/High Profile Food and Beverage service.
- Ability to memorize entire menu within 10 minutes, including ingredient combinations.
- Excellent ability to communicate in English both orally and in writing and to comprehend oral and written instructions.

EDUCATION

- Santa College - Associates Arts Degree, 2008 - 2010
- Cal State University Long Beach - Bachelor's Degree in Psychology - 2013 to Present

Name Joshua Eastin

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
- 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

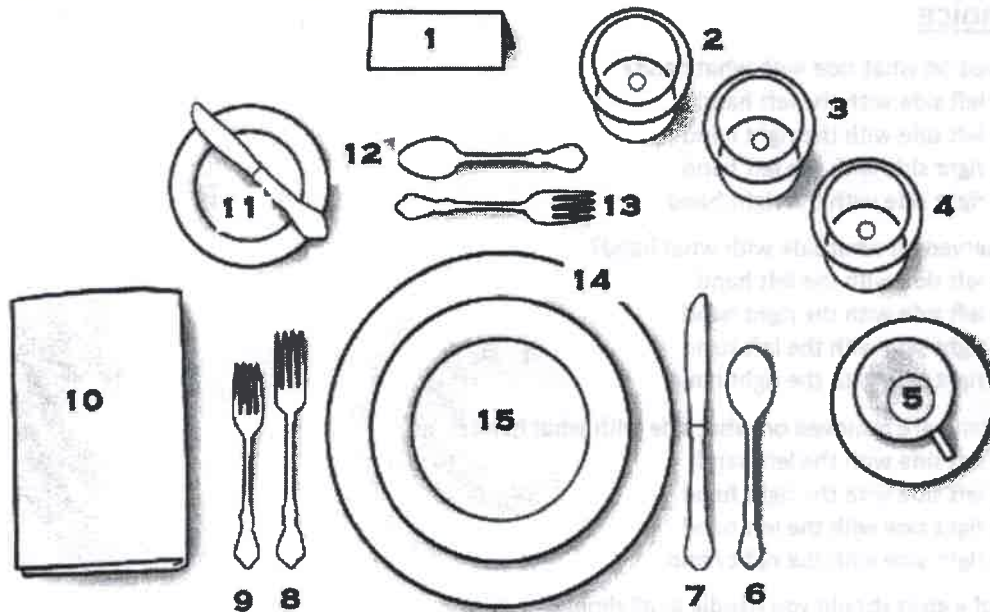
- D Scullery
E Queen Mary
A Chaffing Dish
G French Passing
B Russian Service
F Corkscrew
C Tray Jack

- 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

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>7</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>4</u> | Wine Glass (White) |
| <u>2</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 1/2 inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Creamer, sugar, stirrer
- Synchronized service is when: Team of 5 serves 10 top table at once
- 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? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Tell zone captain (so they can let kitchen know)