

Jonathan Santana
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Skills

- Good verbal and written communication skills
- Experience with customer service and a people person
- Excellent computer technological skills
- Bilingual (Portuguese)

Education

The Art Institute of California – Los Angeles, Santa Monica, CA
Currently pursuing a Bachelor of Science degree in Digital Cinema and Video

Experience

<i>Host</i> Applebee's, Leominster, MA	10/2014 to 3/2015
• Greeted customers • Managed seating of guests • Maintained a clean restaurant	
<i>Construction Worker</i> Delane Construction, Leominster, MA	5/2013 to 5/2014
• Operated heavy machinery • Performed basic carpentry duties	

Awards and Achievements

President of Student Government
Goodrich Academy, Fitchburg, MA

2013 – 2014

Servers Test

Score / 35

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

b 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

a 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 dinning 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 A Scullery X

G B Queen Mary X

E C Chaffing Dish X

D D French Passing X

B E Russian Service X

F F Corkscrew X

C G Tray Jack X

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

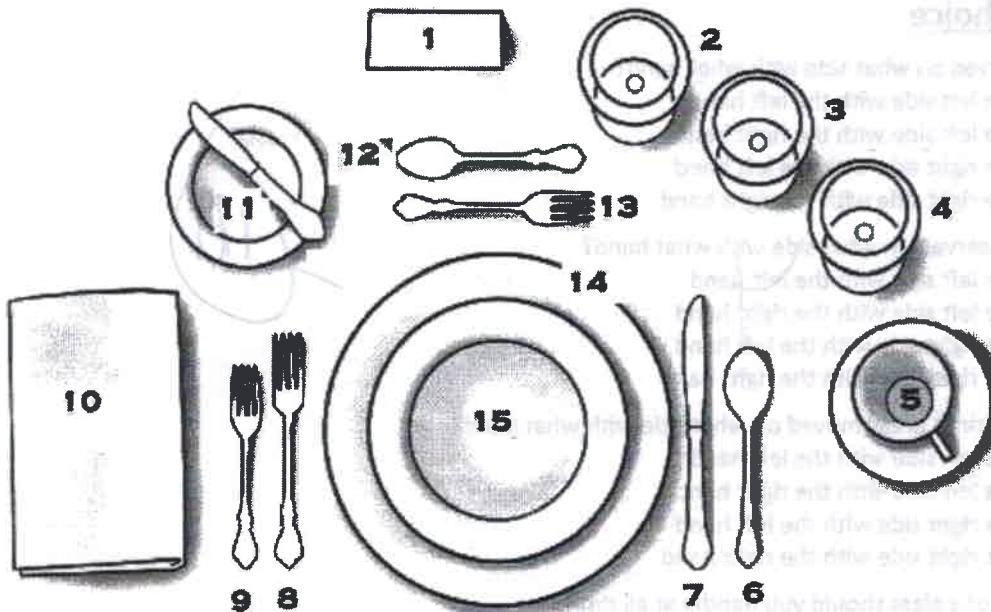
F. Used to open bottles of wine

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

Name _____

Score / 35

Servers Test



Match the Number to the Correct Vocabulary

10	Napkin	8	Dinner Fork
11	Bread Plate and Knife	5	Tea or Coffee Cup and Saucer
12	Name Place Card	7	Dinner Knife
13	Teaspoon	2	Wine Glass (Red)
13	Dessert Fork	9	Salad Fork
6	Soup Spoon	14	Service Plate
15	Salad Plate	3	Wine Glass (White)
4	Water Glass		

Fill in the Blank

1. The utensils are placed 6 4 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? dessert
3. Synchronized service is when: all the table-entrees come out at once.
4. What is generally indicated on the name placard other than the name? time of reservation
5. The Protein on a plate is typically served at what hour on the clock? 5 pm
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? check if the chef can prepare it