

**Professional Experience****Sutton Place, New York, New York****February 2014 – April 2015****Server/ Host**

- Ensured enjoyable and relaxed time for all guests by welcoming and greeting them, determining the needs of guests, setting up seating arrangements, obtaining and providing servers with the wants of the party.
- Managed phone lines, scheduled reservations, assisted with light planning/answering of questions for guests.
- Ensured proper distribution of guests to servers.
- Provided clients with estimated wait times, managed wait list, manually rearranged tables and chairs.

**Blondes Brunettes, New York, New York****January 2012 –February 2013****VIP Host**

- Ensured enjoyable and relaxed time for all guests by welcoming and greeting them, determining the needs of guests, setting up seating arrangements, obtaining and providing servers with the wants of the party.
- Managed phone lines, scheduled reservations, assisted with light planning/answering of questions for guests.
- Ensured proper distribution of guests to servers.
- Provided clients with estimated wait times, managed wait list, manually rearranged tables and chairs.

**Harlem BBQ, New York, New York****March 2013 – February 2014****Host**

- Ensured enjoyable and relaxed time for all guests by welcoming and greeting them, determining the needs of guests, setting up seating arrangements, obtaining and providing servers with the wants of the party.
- Managed phone lines, scheduled reservations, assisted with light planning/answering of questions for guests.
- Ensured proper distribution of guests to servers.
- Provided clients with estimated wait times, managed wait list, manually rearranged tables and chairs.
- Updated Daily Special's chalkboard.
- Provided timely and great customer service to clients by promptly delivering water, accurately taking their order, informing them of daily specials and changes to menu, regularly checking in on tables.
- Ensured that tables were clean and sanitary before, during, and after each guest (s).

**Other Professional Experience****AppleOne, Inc./Robert Half (The Help Group; ChapCare) May 2015 –March 2017****Recruiter**

- Manage and oversee all recruitment efforts for clients
- Responsible for conducting interviews, training on proper interview practices, establishing screening procedures, and building relationships and connections with



schools, candidates, and cold-market.

- Alleviated hiring and management needs by scheduling daily interviews for 50 + positions (10 hiring managers), screened phone calls, scheduling background check appointments, and provided status updates to executive team.
- Reduced turnover and vacancy rates by sourcing, interviewing, extending offers, and hiring 12 to 16 new hires on a monthly basis.

### Good Shepherd Services

June 2012 – March 2015

#### Human Resources Assistant

- Assisted Human Resources Director and Assistant Directors providing critical assistance in recruitment and payroll processing.
- Reinstated agency's compliance and good standing with the city of New York, by single handedly managing and redesigning internship program of 1300 interns in Brooklyn, the Bronx, and Manhattan by creating HR-payroll policies, trainings, and deadlines.
- Ensured compliance and financial success of agency by training internship coordinators and program directors on proper hiring practices, payroll guidelines, and labor laws.
- Managed initial recruitment process by reviewing on average 300 resumes for 70 positions (i.e. Directors, Assistant Program Directors, Caseworkers, activity instructors, etc.), making hiring recommendations, and conducting background checks.
- Maintained and updated intern and personnel files.

### Education

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**New York University, New York, NY**

Steinhardt School of Culture, Education, and Human Development

**Major:** Media, Culture, and Communication, BS January 2011; GPA: 3.639

**Honors:** Founder's Day Award; Honors Scholar Graduate; Dean's List, 2008-2011

### Additional Skills

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- Fluent in oral and written Spanish and Italian
- Proficient in ADP, Kronos, Ivantage, Crystal Reports, Microsoft Office, Adobe Reader & Writer, Windows (XP, Vista, 7), Mac, Social Media Consultant, Network Marketing Specialist
- Adept in digital photography (ID Card Maker; DSLR; Point & Shoot; Photoshop Editing)
- Club & Event Promotions



**Servers Test**

**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

71%

A

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

10

C

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 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 Scullery

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

B 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)

E Chaffing Dish

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

A French Passing

D. Area for dirty dishware and glasses

C Russian Service

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

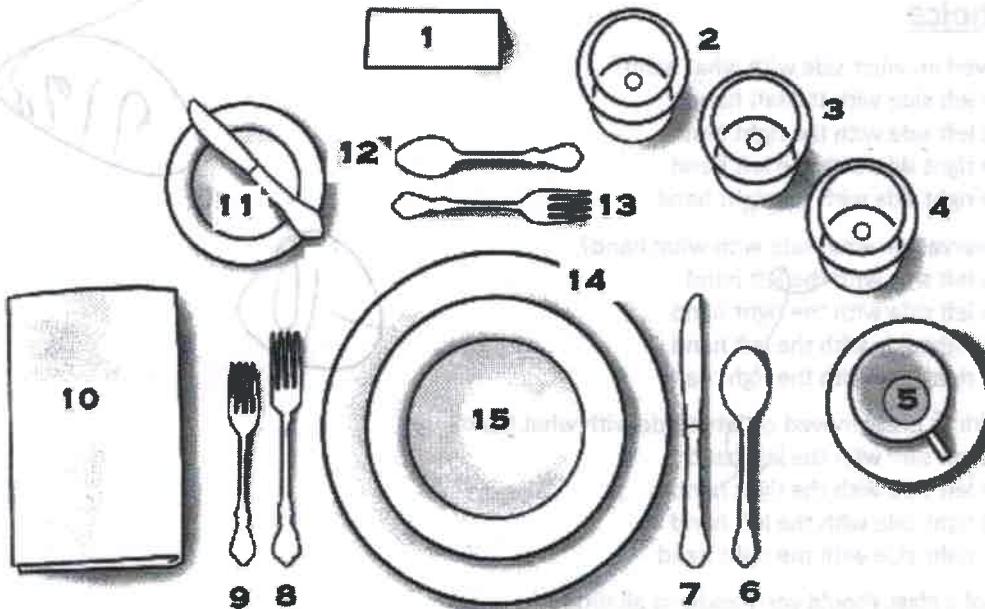
F Corkscrew

F. Used to open bottles of wine

S 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

12 Name Place Card

13 Teaspoon

14 Dessert Fork

15 Soup Spoon

16 Salad Plate

17 Water Glass

1 Dinner Fork

2 Tea or Coffee Cup and Saucer

3 Dinner Knife

4 Wine Glass (Red)

5 Salad Fork

6 Service Plate

7 Wine Glass (White)

**Fill in the Blank**

1. The utensils are placed 6 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar, milk/creamer
3. Synchronized service is when: 4
4. What is generally indicated on the name placard other than the name? Salutation and/or rank/line
5. The Protein on a plate is typically served at what hour on the clock? 4
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Ask for a note, then order after confirming that it is available and add additional preparation.