

Angelique Aguirre

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Objective *I want to be a part of the success in an environment of growth and excellence.*

Experience

Program Assistant - Extended Opportunity Programs & Services (EOPS)

February 2014 – December 2015

- Data base entry utilizing Microsoft Access.
- Review and update of student files.
- Assist students regarding questions and issues pertaining to student services Programs.
- Schedule counseling appointments.
- Assisted with intake of new EOPS students.

Program Assistant - Financial Aid Office SG Center

August 2011 – February 2014

- Assist in oversight of student work schedules to insure optimal coverage.
- Assist students with questions concerning financial aid packages, in person and by phone.
- Performed independent Financial Aid informational class presentations for new and returning students.

Personal Secretary - RPS Painting

January 2011 – August 2011

- Performed word processing and typing of correspondences.
- Entered data of inventory status of supplies along with input and schedule of customers' orders.

Student Worker - Front Desk/Information Desk SG Center

January 2009 – January 2011

- Answer questions concerning Student services in person and by phone.
- Perform duties as assigned by faculty and staff
- Excellent Organizational Skills
- Strong Customer Relations Skills
- Computer Proficiency
- Data Entry skills
- Word Processing and Typing
- Filing
- Knowledgeable in Microsoft Access, Word, Excel, DEC, Financial aid ED Express

Server- Denny's

November 2006 – December 2008

- Direct customers to meal add-ons and specialty drinks of perceived value to increase sales.
- Familiarizing guests with menu and daily specials, accurately recording food and drink orders
- Memorize details of daily specials, seasonal menu items and options.
- Served guests, prepared checks, and collected payment.
- Trained new hires
- Served a high volume of customers and was entrusted with important clients and large groups.

Education

Associates Degree of Registered Nursing- 2016

East Los Angeles College, Monterey Park, CA

Associates of Arts Degree in Life Science - 2014

East Los Angeles College, Monterey Park, CA

GED - 2011 Huntington Park, CA

References Furnished on request.

Name _____

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
- c 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
- a 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

- | | |
|---------------------------------------|---|
| <u>D</u> Scullery | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>A</u> Queen Mary | <u>B</u> 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) |
| <u>C</u> Chaffing Dish | <u>C</u> Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | <u>D</u> Area for dirty dishware and glasses |
| <u>G</u> W Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | <u>F</u> Used to open bottles of wine |
| <u>W</u> C Tray Jack | <u>G</u> 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>1</u> | Name Place Card | <u>7</u> | Dinner Knife |
| <u>6</u> ✓ | Teaspoon | <u>3</u> ✓ | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| <u>12</u> ✓ | Soup Spoon | <u>14</u> | Service Plate |
| <u>15</u> | Salad Plate | <u>4</u> ✓ | Wine Glass (White) |
| <u>4</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 10 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Dessert
- Synchronized service is when: Immediately after greeting customers at table
- What is generally indicated on the name placard other than the name? Table number
- The Protein on a plate is typically served at what hour on the clock? 8 ✓
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Apologize & advise customer you will check with the kitchen