

Stephanie Quesada

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KEY QUALIFICATIONS

Ability to organize, prioritize and work under extreme work pressure, heavy work load and deadlines
Accuracy and Attention to details
Decision making, critical thinking
Established good working relationships with customers/clients
Organization and prioritization skills
Self-motivated, initiative, maintains a high level of energy
Strong verbal and personal communication skills
Team leadership skills
Tolerant and flexible, adjusts to different situations

EXPERIENCE

Store Manager, Ruti

Merchandiser

July 2015- Present

- Manage two boutique locations: Santa Monica and Venice
- Provides exceptional customer service as a manager and stylist
- Builds sales by attending to client needs
- Exceeds store goals by focusing on target products and events
- Maintains inventory and organizes the sales floor
- Shares best practices to maximize store profit

Store Manager, Johnny Was

Merchandiser

December 2011- June 2015

- Opened two new retail locations: San Jose and Palo Alto
- Managed, hired and trained a team of 8 or more
- Established and maintained a Northern California client base
- Developed two company-wide operation manuals: Posim Retail and Teamworks
- Oversaw two Northern California locations for six months
- Handled other basic operation such as: inventory, staff training, merchandising, payroll and POS sales

Cocktail Server, Lucky Strike Lanes

Banquet Coordinator and Hostess

May 2005- 2010

- Maintained knowledge of promotional and standard menu products
- Coordinated and directed special events for guests and large groups
- Skilled in taking orders and handling multiple payments
- Managed and trained staff to suggest featured menu items and how to up sell drink options
- Responsible for opening & closing procedures such as: table setting and station prep and organizing

EDUCATION

High School Diploma

Torrance, CA

August 2003

REFERENCES

References are available upon request.

Name Stephanie Quesada

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

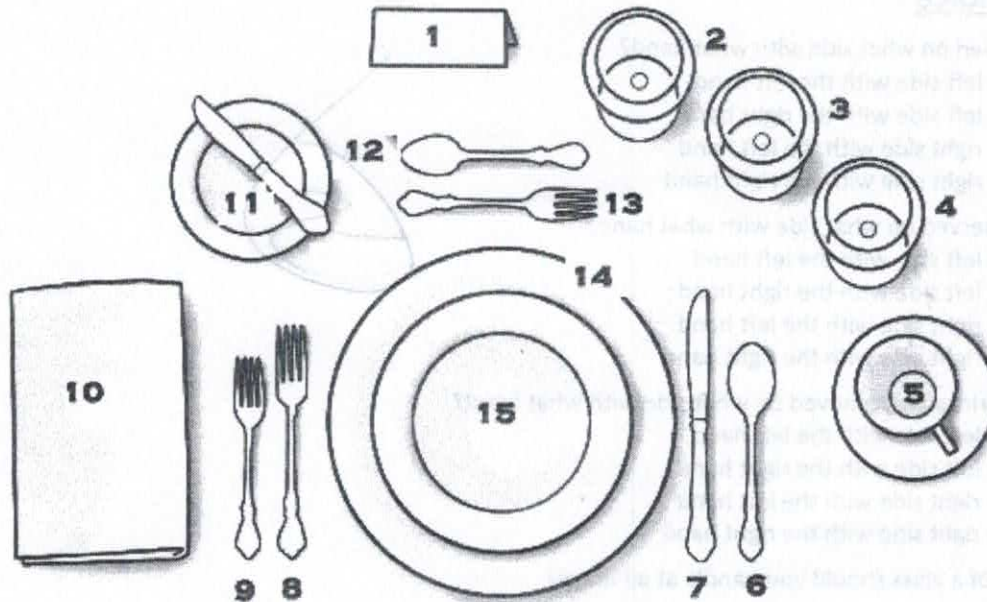
C Tray Jack

- 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 Stephanie Quesada

Servers Test

Score / 3



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>14</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 8 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream & sugar
- Synchronized service is when: tables are served one at a time
- What is generally indicated on the name placard other than the name? entree selection
- The Protein on a plate is typically served at what hour on the clock? 6:00 clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
inform the chef