

## Alex Toruno

7322 S. Cravell Ave  
Pico Rivera, CA 90660  
Fluent: **English** and **Spanish**

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### EDUCATION

**University of California**, Los Angeles, CA  
Master of Social Work  
Concentration: Child Welfare

Anticipated May 2019

**LaSalle University**, Philadelphia, PA  
Bachelor of Arts  
Majors: **History, Political Science**  
Minor: **American Studies**

May 2016  
GPA: **3.69/4.0**

### HONORS AND ACHIEVEMENTS

- LaSalle University Community Service Scholar
- Dean's List
- LaSalle Leadership and Global Understanding Fellowship, Rome 2015
- Phi Alpha Theta, History Honor Society
- Pi Sigma Alpha, Political Science Honor Society
- Alpha Epsilon, Alumni Honor Society

### WORK EXPERIENCE

**El Centro Del Pueblo**, Los Angeles, CA  
**Case Manager, Gang Reduction Youth Development Program (G.R.Y.D)**

Feb 2017-Present

- Participate in case treatment planning, coordinate overall case management and ensure service-related program goals and activities are meeting the individualized needs of youth participants.
- Serve as a liaison for clients and their families assisting with medical, mental health, school and other public social services.
- Advocate community engagement and social change.

**Mary Ellen Balchunis for Congress**, Wayne, PA  
**Field Director**

May 2016- November 2016

- Responsible for writing and implementing a comprehensive, data-driven field plan.
- Trained and managed a field team to execute field plan.
- Managed the field program budget and logistics in collaboration with Campaign Manager.

**Chilli's Bar & Grill**, Lower Merion, PA  
**Server**

Sept 2014- May 2016

- Ensured that restaurant patrons had an enjoyable dining experience by providing quality customer service.
- Took orders and delivered food items and drinks in a timely manner.
- Carried out manager and customer requests.

Name Alex Toruno

Score 28 / 35

**Servers Test**

80%

**Multiple Choice**

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

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

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

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

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

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

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

E 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)

A Chaffing Dish

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

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

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

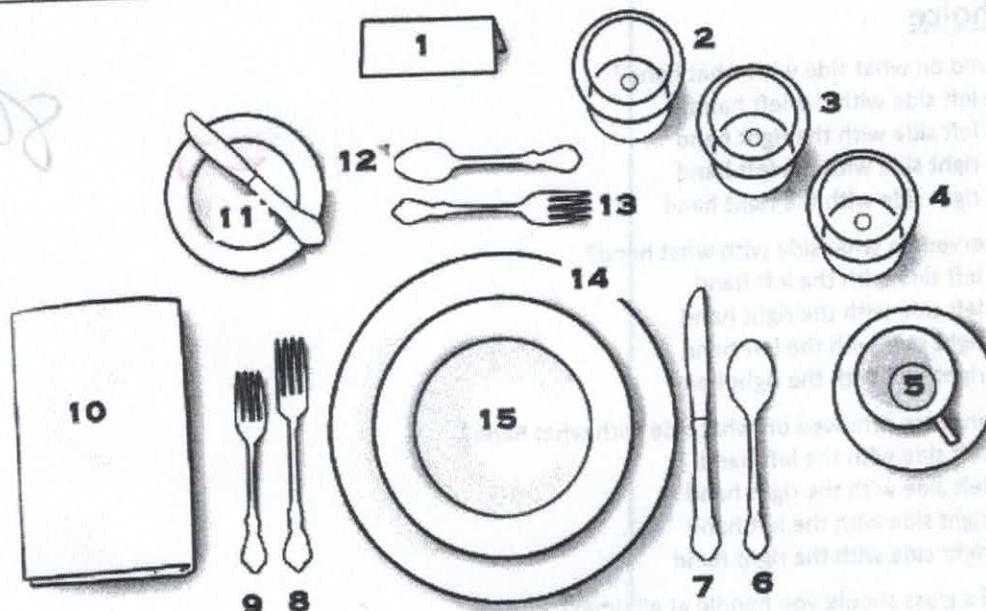
F Corkscrew

F. Used to open bottles of wine

C 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**

<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>8</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>23</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>3</u>	Wine Glass (White)
<u>4</u>	Water Glass	<u>41</u>	

**Fill in the Blank**

1. The utensils are placed 2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream and lemon
3. Synchronized service is when: everyone receives items at the same time
4. What is generally indicated on the name placard other than the name? company / title / meal
5. The Protein on a plate is typically served at what hour on the clock? 8:00 PM 6:00 PM
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Inform the kitchen and explain options.