

Melissa Ann Stenger

6717 Leland Way apt 14, Los Angeles, CA 90028 melissastenger1992@gmail.com (808) 936-0419

Skills

Computer savvy, Cash handling experience, hard working, takes direction, determined, reliable, flexible, persistence, great oral communicator, positive, friendly, well organized, detailed oriented, customer service, office skills, POS, Up Seller. Education Present

Los Angeles Community College

Los Angeles

Television and

Production

10/2010-02/201

American Musical Dramatic Academy

Los Angeles

Musical theater conservatory-2yr. Certificate

Experience 01/01/2017 – Present

Party Staff

Los Angeles •

Dishwasher • Cater Server • Buffet Server • Formal Server

04/04/2016 –Present

It Sugar

Universal Studios City Walk

• Cashier

• Retail

• sales, customer service.

Reference- Roy Padon 818 456 2188

07/30/14- 9/30/16

Chick Fil A

Los Angeles •

Customer Service •

Cashier, Cash Handling Experience, •

Serving Beverages while

up-keeping stress cleanlinessReference – Josiah Brown 213-280-5890

Josiahbrown14@gmail.com

Amanda Leigh (Manger) 865-382-1404 Amanda.L.Halligan@gmail.com

06/2011-02/2012 **American Musical Dramatic Academy** **Los Angeles**

UsherSet builderRoom and equipment maintenance Reference: Kirk Figgins-AMDA- 310-890-

5389 figginsjk_la@hotmail.com

INTERNSHIPS: 09/25/2014-12/19/2014

Paramount Studios Dr Phil

Los

Angeles

• Research for show topics• Assistant to the Associate Producer • Production on set • Organized Office , filing, upkeeping kitchen and office 01/2013-062014

1iota CBS Studios

Los Angeles / Check-in and ticketing Usher

Audience members to seat.Personal Assistant for 1iota team

Late Late show with Craig Ferguson Reference: Chris Elwood-1iota- 323-899-5342Reference:

Ryan Dominer-1iota- 626-840-9072

Name Melissa Stenger
Score / 35

Servers Test

Multiple Choice

- B 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
- 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

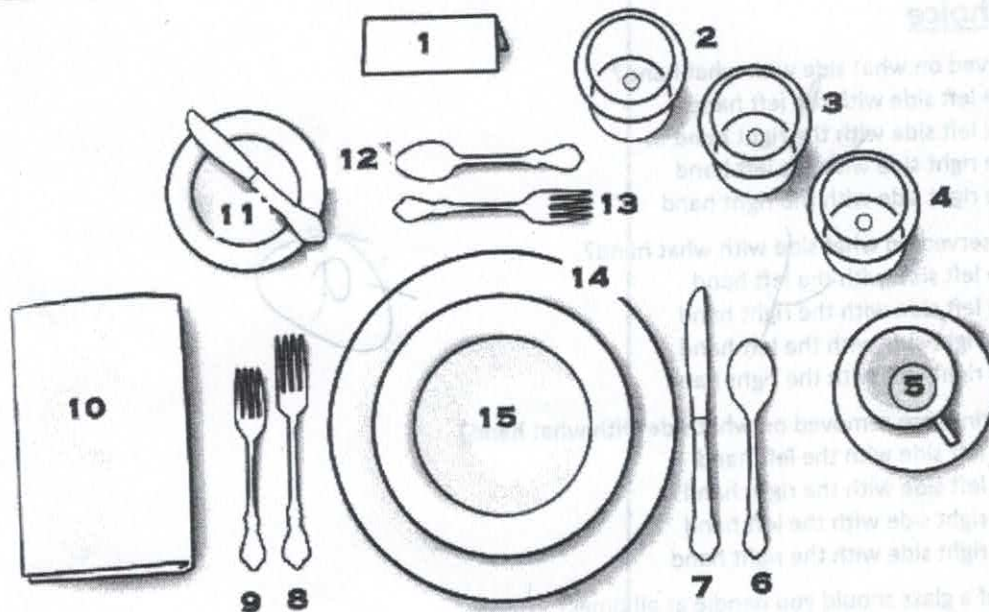
- D Scullery
E Queen Mary
A Chaffing Dish
G French Passing
B Russian Service
F Corkscrew
C Tray Jack

- 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 _____

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>12</u> | Teaspoon | <u>3</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>4</u> | Wine Glass (White) |
| <u>2</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 61 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream, Sugar or dessert
- Synchronized service is when: Ballet service everyone places plates at same time
- What is generally indicated on the name placard other than the name? vegetarian or vegan
- The Protein on a plate is typically served at what hour on the clock? ✓
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
let the kitchen know or the head.