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## **SUMMARY**

*Experienced server bringing enthusiasm, dedication, and an exceptional work ethic. Trained in customer service with regional wine knowledge. High energy and outgoing with a dedication to positive guest relations. Experienced in high volume dining, and cash handling background.*

## **SKILLS**

- ServSafe Certified
- Regional Wine Knowledge
- Works well under pressure
- Highly Responsible and Reliable
- P.O.S. - Micros/Aloha
- Upbeat and friendly

## **EXPERIENCE**

<b>Culinary Staffing- Server/ Bartender</b>	<i>Los Angeles, CA</i>	<i>2016-2017</i>
• Served VIP clients tables		
• Wine service		
• Bartend weddings, memorials, receptions		
• Setup formal tables		
<b>WingStop- Shift Leader</b>	<i>Los Angeles, CA</i>	<i>2015-2016</i>
• Insured quality food in a timely manner		
• Maintained/Order/Organized Inventory		
• Maintained a balance safe/ setup registers		
• Instructed a crew(4-6) through delegating		
<b>The Ellas Foundation - Head Server</b>	<i>Los Angeles, CA</i>	<i>2013-2015</i>
• Responsible for timely meal service for medium to large size reservations and events.		
• Delivered hors d'oeuvres.		
• Setup bar and mixed beverages for guest.		
<b>Haven Gastropub - Server</b>	<i>Pasadena, CA</i>	<i>2012-2013</i>
• Suggestive selling specialist using featured dish and wine presentations to enhance customer experience.		
• Promotion of select house brews, features and private dining exclusives.		
• Developed cooperative relationships conducive to a productive team environment.		
<b>Star Catering - Server/Bartender</b>	<i>Royal Palm Beach, FL</i>	<i>2011-2012</i>
• Setup large scale special events such as weddings, banquets and fundraisers.		
• Delivered hors d'oeuvres.		
• Setup bar and mixed beverages for guest.		
• Served as entertainment for outgoing events.		
<b>Fuego Lounge &amp; Bistro – Server</b>	<i>West Palm Beach, FL</i>	<i>2009-2011</i>
• Trained new server in protocol and etiquette		
• Accepted, processed and expedited delivery orders.		
• Performed F.O.H. duties as management when necessary.		
• Demonstrated ability to interact with guest from diverse cultures and backgrounds.		



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

X 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

E Queen Mary

A Chaffing Dish

B French Passing

G 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

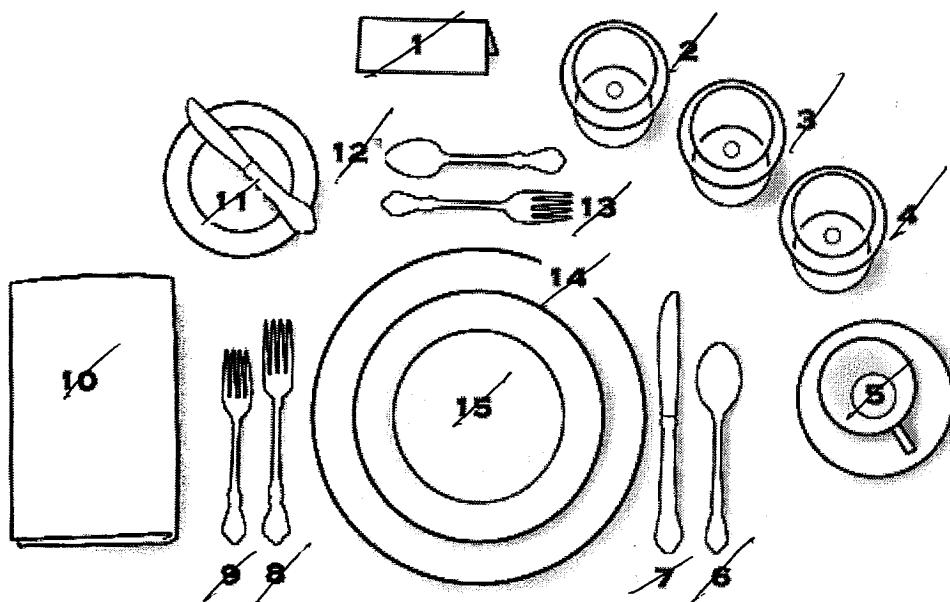
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F. Used to open bottles of wine

G. Style of dining in which the courses come out one at a time



Servers Test



Match the Number to the Correct Vocabulary

10 Napkin  
11 Bread Plate and Knife  
1 Name Place Card  
12 Teaspoon  
13 Dessert Fork  
14 Soup Spoon  
15 Salad Plate  
16 Water Glass

8 Dinner Fork  
5 Tea or Coffee Cup and Saucer  
7 Dinner Knife  
2 Wine Glass (Red)  
9 Salad Fork  
14 Service Plate  
3 Wine Glass (White)

Fill in the Blank

1. The utensils are placed 1 HALF inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? SUGAR CADDY, MILK.
3. Synchronized service is when: PLACING PLATES SAME TIME.
4. What is generally indicated on the name placard other than the name? GF, V, OR PROTEIN.
5. The Protein on a plate is typically served at what hour on the clock? 6.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? CROSS SILVERWARE, GO TO EXPO, OR CHEF.