

**JoAnn Elizabeth Artiga**  
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**(323)493-8076**

**OBJECTIVE:**

Seeking an experienced position with Nobu Restaurant as a server which would provide an opportunity to showcase my customer service experience, and team-based work ethic. Qualified to handle food and serve alcohol. Flexible and willing to take on a variety of tasks. Cheerful outlook and positive attitude.

**EDUCATION:**

Montebello High School, Class of 2009, graduated with honors. GPA 3.8  
Los Angeles Trade Technical College, Culinary Arts Program. NRA, ServSafe Certification:  
Food Handler's Certificate. 2011. Certificate renewed: 2017

**SKILLS & ABILITIES:**

Reliable, motivated, professional- Perfect Attendance all through high school, on-time to every job

Thrives in a team environment- Participates in team sports/activities childhood to present, team captain volleyball and softball high school, CSULB Step-Up Club Secretary

Willing to do extra work to gain valuable experience - ROP certificate, volunteer at Fremont Elementary school, Saybrook Summer counselor, intern at Goodwill Office Center, volunteer at Tough Mudder Race

Very well-organized

Neat, efficient, thorough

Able to work diligently and efficiently unsupervised. Able to evaluate quickly then make most informed decision on my own based on company policy

Willing to learn and grow within a company

Accurate grasp on English language grammar, spelling, and can communicate effectively.

**WORK EXPERIENCE:**

SportsOne. September 2009-March 2010. Montebello, CA. Customer Service Rep, floor sales, cashier, displaying product, cleaning, organizing, sending product orders.

BJ's Restaurant and Brewhouse. June 2011-June 2013. Montebello, CA. Server. Front of House responsibilities, proficient in host, take-out specialist, food-runner/expo, and server duties, knowledgeable in POSI system, customer service, cash handling, held multiple positions simultaneously.

Whole Foods Market. January 2016-November 2016. Pasadena, CA. Specialty Team Member. Promoted from cashier to Specialty Dept. Guide for shoppers to specialty products: coffee, beer, wine, cheese, and alternative food substitutes.

Yardhouse Restaurant, Darden Inc. July 2013-present. Los Angeles, CA. Server. Proficient in all Front of House duties, knowledgeable in DASH system, safe alcohol beverage management, cash handling.



Name JoAnn Artiga

## Servers Test

Score 28 / 35

### 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

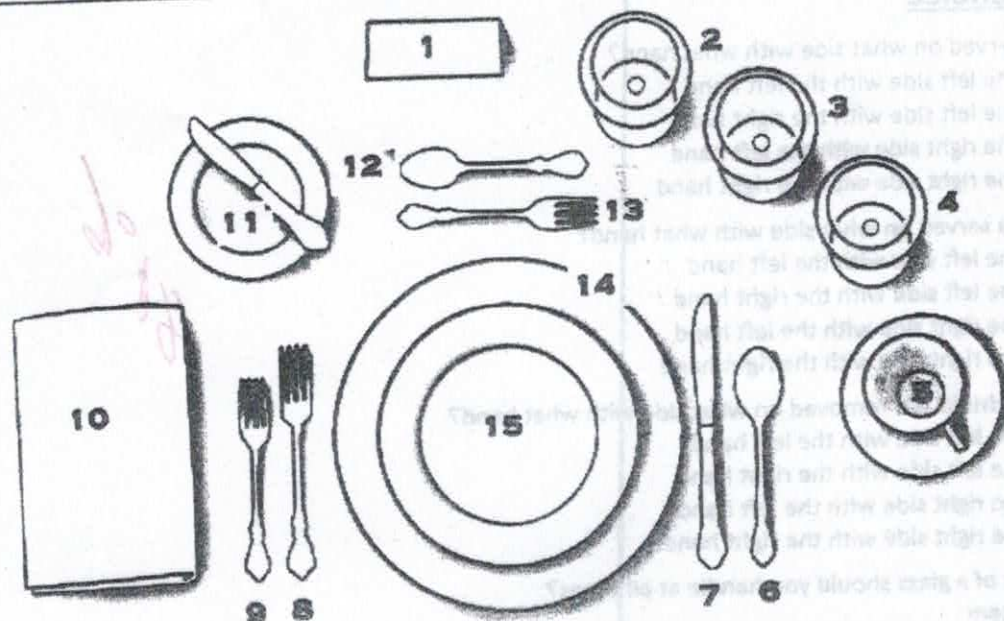
- d Scullery  
g Queen Mary  
a Chaffing Dish  
e French Passing  
b Russian Service  
f Corkscrew  
c Tray Jack

- ~~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

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**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>2</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           |           |                              |

**Fill in the Blank**

- The utensils are placed 4 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar and cream
- Synchronized service is when: all servers present at the same time
- What is generally indicated on the name placard other than the name? entree
- The Protein on a plate is typically served at what hour on the clock? 10 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
ask if they have an allergies. MUST offer immediately