

YALI RUAN

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Summary

Experienced event coordinator/planner and managing professional bringing enthusiasm, dedication and an exceptional work ethic. Trained in customer service with knowledge of food, beverage and staffing. High energy and outgoing with a dedication to positive guest relations. High volume dining, customer service and cash handling background.

Highlights

- *Works well under pressure*
- *Exceptional interpersonal skills*
- *Trained in liquor, wine and food service*
- *Food safety understanding*
- *Highly responsible and reliable*
- *Meet all deadlines and fulfill any and all task*

Experience

10/2007 to 01/2016

-Assistant Event Planner-

Sky Creation - New York, New York

www.sky-creations.com

CEO Tony Chen

Contact: 516.330.5656

- *Manage event teams coordinating logistics and details for weddings, corporate dinners and parties, private events*
- *Provide event support on site from start to end*
- *Train new employees or administrative duties to support direct reports*
- *Support includes assistance in managing event budget, collaborating on venue and vendor partners, coordinate food and beverage*
- *Monitor dining session to ensure optimal guest experience*
- *Skillfully anticipate and addressed guest service needs*
- *Plan and execute entertainment for guest by hiring and programming performers, digital on screen visuals and lighting*
- *Managed closing duties, including accounting for event items and supplies, vendor products*

Language

- *English*
- *Proficient in Cantonese and Mandarin*

Name _____

Servers Test

Score / 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

F Scullery D

C Queen Mary E

D Chaffing Dish A

B French Passing

G Russian Service

A Corkscrew F

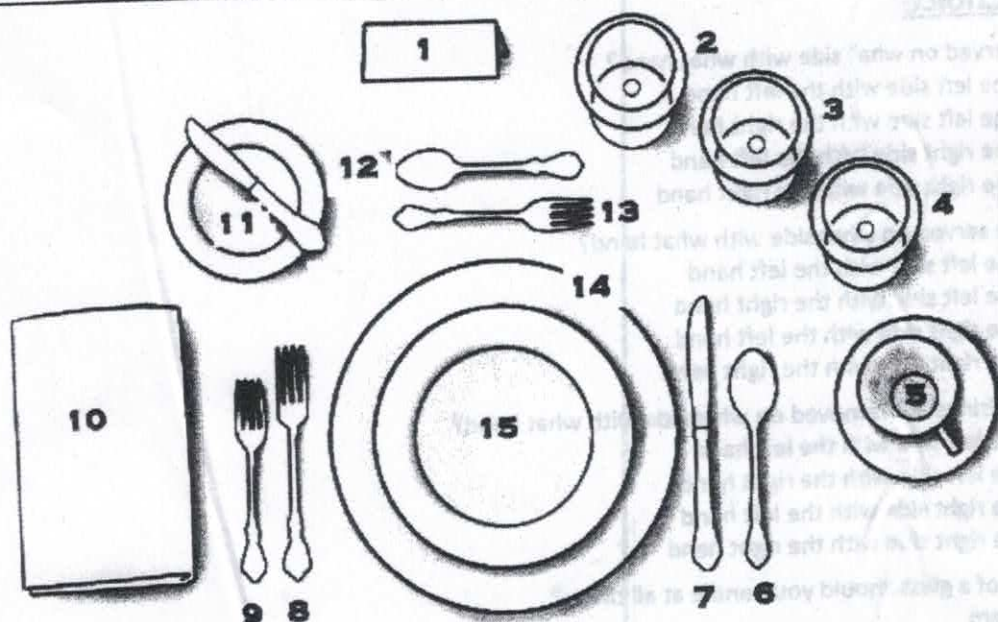
E Tray Jack C

- A. Metal buffet device used to keep food warm by heating it over warm water
- B. Style of service where food is prepared or served individually at the dining 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



82%
16

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

Fill in the Blank

- The utensils are placed 3 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? _____
- Synchronized service is when: _____
- What is generally indicated on the name placard other than the name? _____
- The Protein on a plate is typically served at what hour on the clock? 12
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? _____