

MILITZA JEAN-FELIX

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SKILLS

- Strong communication skills and extensive experience working collaboratively in a team-oriented environment. Detail-oriented and efficient multi-tasker.
- I have held both front of the house and back of the house positions across a broad range of the food spectrum for several years, from hip award winning gourmet pizza, to upscale Malibu restaurants to Southern fine dining. I am capable and well versed in the ins and outs of the food service industry. I have the ability to work independently and within a team and I'm committed to providing excellent service. I have a clear understanding of the nature of the hospitality industry, the need for great service and a professional appearance.
- Several years of customer service and operations experience in high-volume sales environments.

PROFESSIONAL EXPERIENCE

Runner/Barback

Feb, 2016-Present
Los Angeles, CA

Little Easy

- Food runner and server as needed.
- Barback duties include: maintaining inventory of the front and back bar, daily prep for the bartender, helping bar patrons as needed.
- Maintained a pleasant and hospitable environment during the dining experience.
- Some hosting duties.

Catering and Banquet Server

May, 2012-Present
Los Angeles, CA

Culinary Staffing

- Banquet, reception and fine dining server/bartender.
- Prep work for clients.
- Greeted patrons upon arrival.
- Satisfied hospitality client needs.
- Maintained a pleasant and hospitable environment during the dining experience.

Shift Team Leader

June, 2008 – Aug, 2010
Boston, MA

Barnaby

- Customer service in a high volume sales location. Provided administrative support for upper management.
- Took the lead in new hire orientation, which included an introduction to company policy, persuasive sales techniques, brand representation and meeting weekly sales goals.
- Directed staff in the absence of management, which included delegating duties to sales associates and maintaining communication with our corporate headquarters. Regional head of merchandising. Shift Leader.
- Coordinated events with the head of marketing such as parades, film festivals and other off-site activities.
- Fulfillment of wholesale and customer online orders. Shipping and receiving. Assisting warehouse management. Sending out weekly store transfers in a timely fashion. Personally in charge of the movement and organization of large amounts of stock. Weekly inventory accountability.

Catering Server

May, 2007-June, 2009
Boston, MA

Event Temps

- Banquet and fine dining server, our clients ranged from small private parties to large convention center events.
- Prep work.
- Satisfied client needs. Always ready for on-call service throughout the metro area.
- Greeted patrons upon arrival.
- Maintained a pleasant and hospitable environment during the dining experience.

Chef Assistant

Sept, 2005-Mar, 2006
San Francisco, CA

The Elite

- Assisted the Executive Chef with menu preparation.
- Dinner and Sunday brunch line cook in a Southern Fine Dining Restaurant.

- Daily Prep work.

Server/Line cook

Feb, 2004-Sept, 2004

Cambridge Brewing Company

Cambridge, MA

- Designed daily specials. Morning Kitchen prep work.
- Server and host for dinner and lunch rushes.
- Front of the house server as well as back of the house line cook.

Line cook/Server

June, 2000-Sept, 2005

Emma's

Cambridge, MA

- Fulfilled individual duties essential to maintaining a productive line, while ensuring the highest quality of work from my coworkers and myself.
- Line Cook.
- Server and Cashier.
- Daily Kitchen Prep.

EDUCATION

California College of the Arts

MFA Writing

May, 2012

San Francisco, CA

Massachusetts College of Art and Design

BFA Fine Art 2D

May, 2008

Boston, MA

Name Militza Jean Felix
Score 35

Servers Test

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

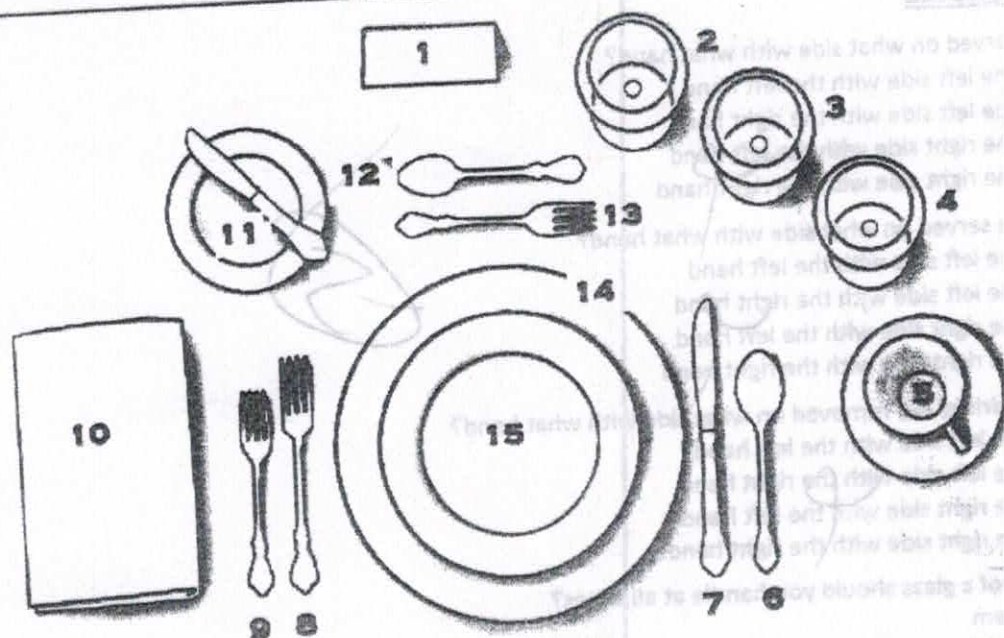
- D Scullery
E Queen Mary
A Chaffing Dish
G French Passing
B Russian Service
F Corkscrew
C Tray Jack

- 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 _____

Score / 35

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

6 Soup Spoon

15 Salad Plate

4 Water Glass

8 Dinner Fork

5 Tea or Coffee Cup and Saucer

7 Dinner Knife

3 Wine Glass (Red)

9 Salad Fork

14 Service Plate

2 Wine Glass (White)

Fill in the Blank

- The utensils are placed one inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream and sugar
- Synchronized service is when: all servers simultaneously sweep the room
- What is generally indicated on the name placard other than the name? meal choice
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Go to the expeditor and ask for the special meal

Multiple Choice (1 point each)

- D 1) A gallon is equal to _____ ounces
- a. 56
 - b. 145
 - c. 32
 - d. 128
- C 2) Mesclun are what type of vegetable?
- a. Roots
 - b. Beans
 - c. Salad Greens
 - d. Spices
- D 3) What does the term braise mean?
- a. Sear quickly on both sides
 - b. Slowly cook in covered pan with little liquid
 - c. Cook on high heat and quickly
 - d. Slowly cook in simmering water
- C 4) At what internal temperature must chicken be cooked so that it is safe to eat?
- a. 155 degrees F
 - b. 165 degrees F
 - c. 175 degrees F
 - d. 185 degrees F
- A 5) How do you blanch vegetables?
- a. Immerse for a short time in boiling water
 - b. Cook lightly in butter over med heat
 - c. Soak in cold water overnight
 - d. Rub with salt before cooking
- C 6) Which of the following ingredients would you pack before measuring?
- a. Olive Oil
 - b. Salt
 - c. Brown Sugar
 - d. White Sugar
- A 7) What is Al Dente?
- a. Firm but not hard
 - b. Soft to the touch
 - c. Very hard
 - d. Very soft
- A 8) Food should be left out no more than
- a. 2 hours
 - b. 3 hours
 - c. 4 hours
 - d. 5 hours

Prep Cooks Test

B

9) Which is the improper way to thaw frozen food?

- a. In the fridge
- b. In a sink with cold water
- c. On the counter
- d. In the microwave

B

10) Which of the following can you use to put out a grease fire?

- a. Baking Soda
- b. Baking Powder
- c. Flour
- d. Water

A

11) What is the temperature range of the danger zone?

- a. 25-135
- b. 40-140
- c. 50-160
- d. 30-130

D

12) Which of the following is listed from smallest to largest?

- a. Dice, chop, mince
- b. Mince, chop, dice
- c. Chop, dice, mince
- d. Mince, dice, chop

B

13) Which direction should pan handles be turned while cooking on the stove?

- a. Over the fire at all times
- b. Turned towards you for better control
- c. Turned towards the right or left at all times
- d. Over the countertop at all times

C

14) When you poach something, you cook it with what?

- a. Noodles
- b. Vegetables
- c. Liquid
- d. Oil

D

15) Which spoon is used to remove fat from soups and stews?

- a. Basting Spoon
- b. Ladle
- c. Slotted Spoon
- d. Portion Spoon

E

16) Which of the following means to cook in a small amount of fat?

- a. Season
- b. Sauté
- c. Broil
- d. Boil
- e. Fry

Prep Cooks Test

B

17) What is a Julien cut?

- a. Food cut into long thin strips, matchstick
- b. Food cut into long thin strips then turned and cut into a 1/8' dice
- c. Food diced into finely chopped and uniform pieces
- d. Cutting and peeling into oblong seven sided football like shapes

A

18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.

- a. Sweat
- b. Boil
- c. Roast
- d. Grill

Fill-in the Blank (1 point each)

19) Salt & Pepper are the basic seasoning ingredients for all savory recipes.

20) Dice: to cut into very small pieces when uniformity of size and shape is not important.

Prep Cooks Test

17) What is a julien cut?

- a. Food cut into long thin strips, rectangular
- b. Food cut into long thin strips then turned and cut into a 1/8" dice
- c. Food diced into finely chopped and uniform pieces
- d. Cutting and paring into oblong seven sided football like shapes

18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.

- a. Sauté
- b. Boil
- c. Broil
- d. Grill

Fill in the blank (1 point each)

19) 2-1-1 & 9-9-9-9 are the basic seasoning ingredients for all savory recipes.

20) Pico is to cut into very small pieces when uniformity of size and shape is not important.

$$\begin{array}{r} 32 \\ \times 4 \\ \hline 128 \end{array}$$