

Anthony C. Jackson

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Objective

To obtain a high-end service hospitality position where i can utilize my acquired knowledge and skills.

Education

Temple University, Temple Real Estate Institute, Philadelphia, PA

Real Estate License: Real Estate Fundamentals and Practice

Minor: Residential Property Management

Experience

The Franklin Hotel by Marriott - Philadelphia
Hotel Restaurant/ Room Service Server 2016 - CURRENT

- Take orders in and serve food in hotel restaurant.
- Prepare Trays and deliver food to guest rooms.
- Handle cash, credit, and room charge transactions.
- Communicate with Chef course fire.

The Residences at The Phoenix, at The Parkway - Philadelphia, PA
The Tivoli, by The Philadelphia Museum of Art - Philadelphia, PA
The Warwick, atop The Radisson Plaza Hotel - Philadelphia, PA
Corinthian Condominiums, luxury on The Main Line - Bala Cynwyd, PA
Front Desk Concierge 2013 - 2016

- Greet residents and their guest; screening persons entering the building.
- Answer incoming calls, directing calls to appropriate recipients.
- Dispense mail, deliveries, and packages.
- Receive and log maintenance request.
- Record incidents that occur, and respond to request.

Garces Events, by Iron Chef Jose Garces -Philadelphia, PA
Brulee Catering, by Jean-Marie Lacroix- Philadelphia, PA
Starr Events, by Stephen Starr- Philadelphia, PA
Server 2014 - CURRENT

- Set up, and break down tables, settings, chairs, and linens for events at venues including; business luncheons, weddings, galas, cocktail reception, bar/bat mitzvah.
- Serve food using formal dining style service etiquette; serving from the left, clearing and pouring from the right to elite high-end.
- Pass drinks and hors d'oeuvres on silver platter.

Avance Restaurant, by Michelin Star Chef Justin Bogle - Philadelphia, PA
Food Runner 2014

- Articulate and focused with a patient demeanor under pressure in fast-paced formal dining style restaurant.
- Communicate with Chef as to where guest are with meal.
- Assisted with keeping customers satisfied and rotating tables, also assisted Chef and BoH staff ensuring that everyone knows where each table is in their dining experience.
- Served food & drinks; also removing plates from tables using formal dining style service.
- Handled various task by request.

Tinto, Distrito & Village Whiskey, by Iron Chef Jose Garces - Philadelphia, PA
Server/ Food Runner 2012 - 2014

- Deliver food to table simultaneously carrying multiple plates by hand.
- Assisted with keeping customers satisfied and rotating tables.
- Communicate with Chef as to where guest are with meal.
- Handled various task by request.

Skills Microsoft Word, Excel, RAMP & Tips Certified

U.S. Citizen

Multiple Choice

35/35
100%

- 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
- A 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

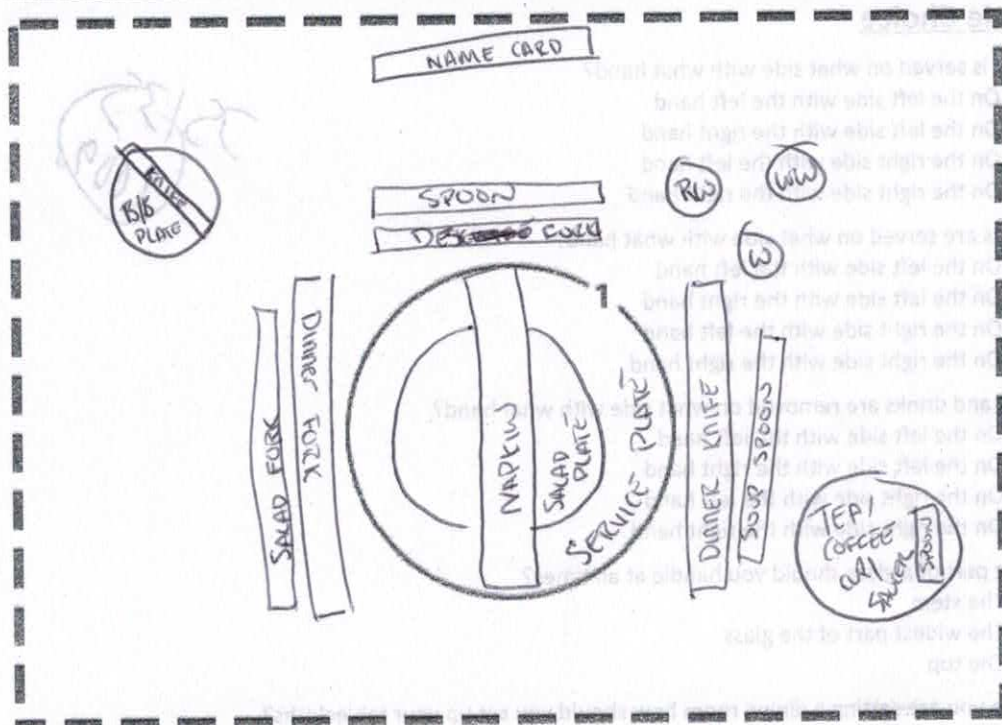
- | | |
|--------------------------|---|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | D. Area for dirty dishware and glasses |
| <u>G</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F. Used to open bottles of wine |
| <u>C</u> Tray Jack | G. Style of dining in which the courses come out one at a time |

Name

Anthony Jackson

Servers Test

Score / 35



Draw a formal place setting containing all of the following:

- | | | |
|----------------------------|------------------|----------------------|
| 1. Service Plate | 7. Teaspoon | 13. Water Glass |
| 2. Salad Plate | 8. Soup Spoon | 14. Red Wine Glass |
| 3. Bread Plate & Knife | 9. Salad Fork | 15. White Wine Glass |
| 4. Napkin | 10. Dinner Fork | |
| 5. Name Place Card | 11. Dessert Fork | |
| 6. Tea/Coffee Cup & Saucer | 12. Dinner Knife | |

Fill in the Blank

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? SUGAR CADDY ? CREAM
- Synchronized service is when: DROP PLATES TOGETHER / SAME TIME
- 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? 6:00
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
GO TO BEGINNING of chef line (maybe yell)