

SUSAN MONTOYA
SF Bay Area
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OBJECTIVE: Seeking to obtain a Server FOH position where I can utilize my experience and talents in a progressive, professional environment with aim to achieve company's goals.

SUMMARY of QUALIFICATIONS:

- Server/Prep Cook > 11 years experience Fine Dining, Corporate Events, Weddings/Receptions and Other Private Parties
- Solid Knife Skills
- Food Handlers Permit (valid until 7/2019), CPR Certified (valid until 9/2017)
- Events Coordination, Logistics and Set-Up and Tear-Down
- Computer Skills: Proficient in Microsoft Office Suites: PowerPoint, Word, Excel, Outlook, Adobe PDF 7.0, PeopleSoft, Org Chart 6.0, Visio. Also, Peachtree and QuickBooks Pro familiar
- Team-player, Independent Contributor, Multi-task Capabilities, Efficient, and Positive Attitude

WORK EXPERIENCE:

IES/SDES Hall, Union City, CA

Banquets Server (Part-time)

03/2004-Present

- Service of food to 100+ people in a timely, orderly and friendly fashion; set-up and tear-down of events, preparation of foods, organizing menus, handling customer concerns, etc..

Business Object, San Jose, CA

03/2006 – 10/2009

Executive Administrator 03/2007 – 10/2009

- Provided administrative support to the Senior VP, General Counsel, Corporate Secretary and a legal team of approximately 60+ employees.
- Duties included: Daily consistent and assertive communications with executive team, prioritizing work, heavy calendaring, meeting logistics, events coordination, catering, expense reports, presentation support, purchase ordering, org charts, and department liaison within other internal and external departments, contracts support, proofreading, etc.
- Go-to person for global billing and invoicing specific to the legal department (approximately 200+ vendors), to include: CSR, accruals, dealing with billing and payment discrepancies, inputting data into spreadsheets, etc..
- Developed and implemented an efficient means of worldwide legal billing to avoid double payment and timely payment to the vendor within net terms, maintain daily communications with internal accounting/finance teams as well as top 10 vendors.

Administrative Assistant III 03/2006 – 03/2007

- Administrative support to IT, IS-Infrastructure, Central Engineering and Marketing groups to include: (1) VP, (3) Sr. level managers, (1) Director and a staff of (122) in all common office practices: travel, heavy calendaring, expense reports, meeting logistics, events coordinating, special projects as assigned, NDA's prep, liaison between staff and internal/external customers, trends/QA (charts/graphs) w/ the HR dept., back-up to the other administrators/receptionist on as needed basis.

TeraRecon, Inc., San Mateo, CA

09/2004 – 03/2006

HR Coordinator 10/2004 – 03/2006

- Performed duties: recruiting talent via the internet (Monster and EDD), employee benefits input, prepare and distribute new hire packets and training, reference checks, assisted other departments as needed (trade shows, customer service line) and other tasks as assigned by the HR Manager.

Administrative Assistant 09/2004 – 10/2004

- Began as a temporary employee providing office support to marketing, HR, and accounting departments- placed into a permanent HR position after 3 days of employment.

- Duties included: expense report audits, input into accounting software (Epicor), filing, correspondence, recruiting, trade show preparation, and other tasks as assigned by the HR Manager, Director of Marketing, and Controller.

Regional Medical Center, San Jose, CA
Respiratory Therapist 01/1994 – 09/2004

06/1993 – 09/2004

- Provided 75% Office Support and 25% as a lead Respiratory Technician in the Cardiopulmonary Departments
- Office Duties included: support to Director and Manager of Cardiopulmonary Department, all correspondence handling, mail sorting, time cards, customer and vendor relations, education and competency testing of staff and techs, heavy pc, internet research, networking of dept. services, replenish supplies, calendaring in Outlook, light travel arrangements, events handling, special projects as assigned, housekeeping, cost savings endeavors.
- Clinical Duties included: administer respiratory services and medications to patients w/ potential airway compromise, effectively communicate w/ all levels of healthcare team to assure best outcome for the patient, educate patients and care givers, scheduling patients, verifying insurance status, cont. education, etc.

Business Office Clerk 06/1993 – 01/1994

- Light accounts payables/receivables, bank reconciliation, expense report auditing, collections, pay station, and assist w/ various projects as assigned by CFO and Manager of Patient Accounts.

EDUCATION:

Heald College, Milpitas, CA (2008)

- Certificate of Completion in Business Office Automation

DeAnza Community College/Foothill Community College, Cupertino, CA (1996)

- A.S. Degree in Respiratory Therapy

Servers Test

Score 31 / 35

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

C 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 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
C 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

Cashier Test

Score (3/15)

B

1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

A

2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

P

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

C

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

C

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

9.25: /

6) What is the current sales tax rate in your city, SAN JOSE?

C

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

$$\begin{array}{r}
 10.00 \\
 7.99 \\
 \hline
 2.01
 \end{array}$$

B

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

$$\begin{array}{r}
 21.00 \\
 14.50 \\
 \hline
 35.50
 \end{array}$$

D

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

$$\begin{array}{r}
 4.25 \\
 3.75 \\
 \hline
 8.00
 \end{array}$$

A

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

$$\begin{array}{r}
 3.75 \\
 3.75 \\
 \hline
 7.50
 \end{array}$$

$$\begin{array}{r}
 1.25 \\
 1.25 \\
 \hline
 2.50
 \end{array}$$

$$\begin{array}{r}
 2.50 \\
 2.50 \\
 \hline
 5.00
 \end{array}$$

$$\begin{array}{r}
 3.25 \\
 3.25 \\
 \hline
 6.50
 \end{array}$$

$$\begin{array}{r}
 6.50 \\
 71.50 \\
 \hline
 21.50
 \end{array}$$



Food Industry Training



ANSI ACCREDITED PROGRAM
CERTIFICATE ISSUER

Food Handler Certificate of Completion

Suzie Montoya

is recognized for successfully completing the
eFoodcard Food Handler Basics Course.

Certificate Number: CA-702430

Issued: 07/12/2017 Valid Through: 07/12/2020

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Employer Card

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Employee Card

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Congratulations

You have successfully completed the **eFoodcard** Food Handler Basics Course. Cut cards along dotted lines. Provide one to your employer and keep one for your records. If you have questions, call **888.243.0222**.

Felicidades

Ha terminado con éxito el curso básico **eFoodcard** de manejador de alimentos. Corte las tarjetas a lo largo de las líneas punteadas. Dé una a su empleador y guarde la otra para sus registros escritos. Si tiene preguntas, llame al **888.243.0222**.