

Jovana Angulo

1721 Scott Rd • Burbank, CA 91504

Phone: 408-661-6972 • E-Mail: Jovana.angulo@gmail.com

Summary

Outgoing, friendly experienced server, looking for a job opportunity where I can deliver my expertise while maintaining the integrity and work ethics of the working environment.

(Brand Ambassador) Independent Contractor

Nov 2015- Present

Providing information about the brand, product or service, generating sales opportunities and working to build customer preference for the brand. Organize events such as consumer sampling, concerts, marathon races and festivals.

(Server) The PartyStaff

Jan 2016- Aug 2017

Ensure that events are properly equipped and executed by transporting, pulling, setting up and breaking down, as well as returning equipment to designated storages in compliance with event standards and instructions. Ensure exemplary guest service through all forms of banquet service, carving stations, bartending, running food during events, buffets, plated, replenishing product and supplies in compliance with event standards.

(Barista) The Coffeebean & Tea Leaf

Sept 2016-Feb 2017

Prepare and serve hot and cold coffee and tea beverages. Maintain inventories by replenishing coffee bean supply; stocking coffee brewing equipment; maintaining supplies, pastries, and cookies for coffee bar.

(Food Safety & Hospitality Extern) Bon Appetit @ Google HQ

Jun 2015- Aug 2016

Responsible for managing food service operations within the organization. Ensure program follows policies and procedures and meets federal and state requirements. Conduct food safety audits at all Bay area sites and develop processes that help in enhancing food safety and Risk Management.

Education

San Jose State University

Aug 2010-May 2017

Nutritional Science emphasis: Nutrition Education

Skills

- Ability to work independently, self-motivated, punctual, problem solver with a positive attitude, innovative and positive minded, strong interpersonal skills
- Punctual, fast learner and friendly
- Detailed orientated and adaptable

Name Jovana Angulo

Servers Test

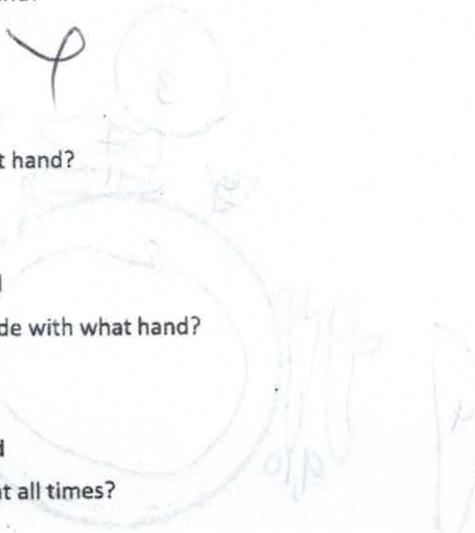
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Multiple Choice

D

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

A

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

A. Metal buffet device used to keep food warm by heating it over warmed water

E 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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

C Tray Jack

G. Style of dining in which the courses come out one at a time

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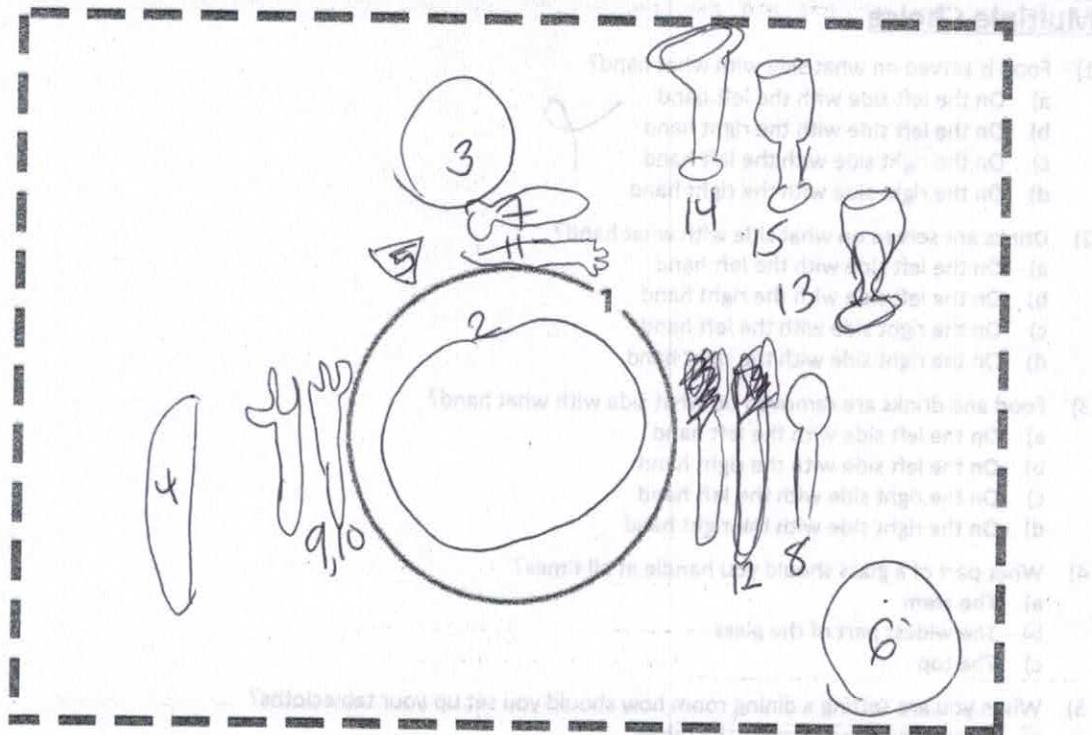
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Name _____

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

1. The utensils are placed 1 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? cream, sugar, tea bags

3. Synchronized service is when: One dish comes out a time

4. What is generally indicated on the name placard other than the name? any special diet requests

5. The Protein on a plate is typically served at what hour on the clock? 6:00 O'CLOCK

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Go back to kitchen and ask for special dish