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Goals:

- To succeed and excel in a busy, forward-moving company.
- To find a stable, long-term position with plenty of room for growth.
- To learn new skills and be proficient in all of them.

Education:

El Segundo High School
640 Main Street El Segundo, CA 90245
High School Diploma 1999

Skills:

Sales / customer service (17 years experience)
Proficient at typing 45-50 wpm (1 ½ years experience)
Microsoft Excel / Microsoft (1 1/12 years experience)
Cash register / cash handling (11 years experience)
Fluent in Spanish, including reading and writing.

Work experience:

Culinary Staffing Service
6363 Wilshire Boulevard #305 Los Angeles, CA 90048
Manager: Dan Stone (323)965-7582
From May 2017 - Present

Job title: Catering Server

Duties: Setting up and breaking down dining areas for special events. Serving wine and drinks to guests. Running and removing food and desserts to guests. Helping guests with any requests they may have.

Total Success Staffing Services
2200 Pacific Coast Highway #317 Hermosa Beach, CA 90254
Manager: Halli Rodell (310)318-9037

Job title: Catering Server

Duties: Setting up and breaking down dining areas for special events. Serving wine and drinks to guests. Running and removing food and desserts to guests. Helping guests with any requests they may have.

Mickey Fine Grill
433 North Roxbury Drive, Beverly Hills, CA 90210
Manager: Nikki Sharaf (310)271-4461
From February 2015 - April 2017

Job title: Server / Counter server

Duties: Greeting, taking and placing guests' orders. Offering food and drink suggestions and daily specials. Ringing up guests at cash register. Running food to guests' table. Helping pack take-out orders.

California Pizza Kitchen

3280 North Sepulveda Blvd Manhattan Beach, CA 90266
Manager: Brian McManus (310)796-1233
From April 2012 - January 2015

Job title: Server

Duties: Greeting, taking and placing guests' orders. Offering food and drink suggestions. Running food to guests' table. Helping to seat when hosts are busy. Creating a fun and friendly atmosphere for guests and their families to eat and enjoy.

Islands Restaurant

3200 North Sepulveda Blvd. Manhattan Beach, CA 90266
Manager: Scott Marshall (310)546-4456
From October 2010 - March 2012

Job title: Foodrunner / Takeout server

Duties: Setting up and organizing food orders once prepared. Food quality check before going out to guests. Answering phones and taking takeout orders. Setting up takeout orders and running curbside orders to guests waiting in their car. Ringing up orders on the takeout cash register.

Diversified Marine / Brunswick

3528 Garfield Avenue Commerce, CA 90040
Manager: Grant Hendricks (323)201-4700 Extension 1621
From November 2007 - May 2009

Job title: Customer service representative

Duties: Answering phones and placing orders for our customers. Handling shipping requests. Answering any questions or complaints about orders and products. Making a monthly spreadsheet on Microsoft Excel documenting every salesman's sales. Printing out invoices and faxing them to customers.

American Eagle Outfitters

301 Arizona Avenue #301 Santa Monica, CA 90401
Manager: Alan Segura (310)225-0223
From February 2007 - November 2007

Job Title: Sales associate

Duties: Ringing up customers. Helping customers find clothes and sizes. Suggesting complimentary items like accessories or matching tops and bottoms. Handling the fitting rooms and controlling the line that formed. Keeping displays and clothes organized and neat

Trader Joe's

3212 Pico Blvd Santa Monica, CA 90405
Manager: Efrain Ramirez (310)581-0253
From January 2006 - February 2007

Job title: Crew member

Duties: Ringing up customers. Helping customers find items. Stock shelves. Corral shopping carts in the parking lot. Help create a fun and friendly shopping atmosphere for customers.

Multiple ChoiceA

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

C

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 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 VocabularyD

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

B

French Passing

D. Area for dirty dishware and glasses

G

Russian Service

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

F

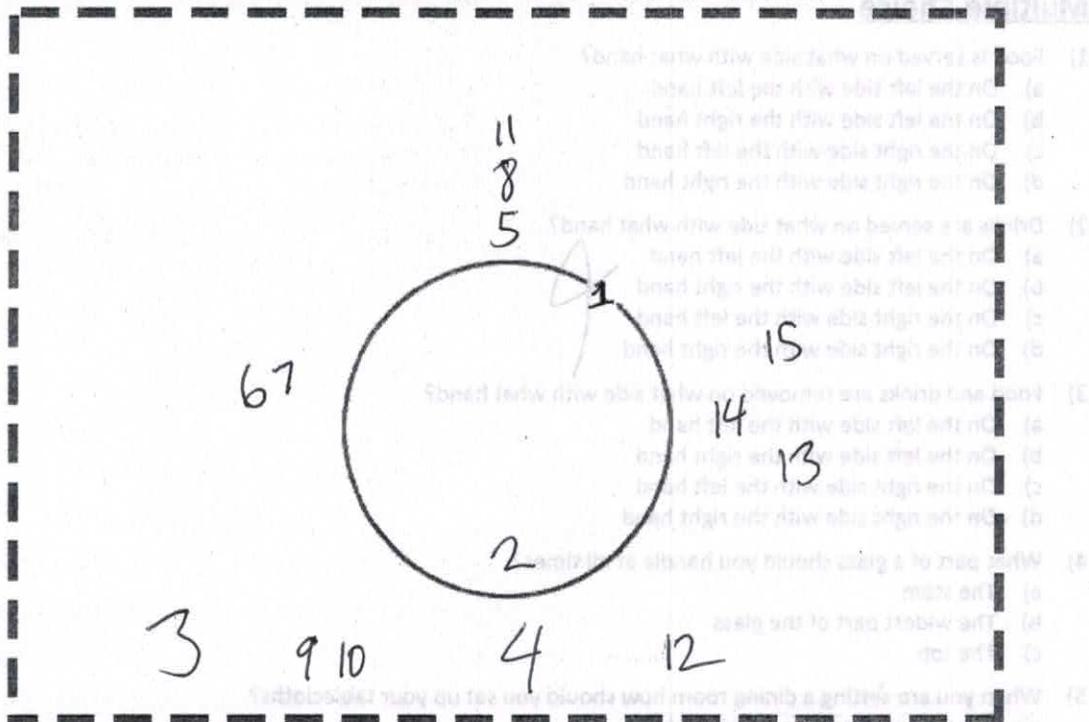
Corkscrew

F. Used to open bottles of wine

C

Tray Jack

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



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

3. Synchronized service is when: All the entrees are dropped at the same time

4. What is generally indicated on the name placard other than the name? The entree choice

5. The Protein on a plate is typically served at what hour on the clock? 6 o'clock

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

Tell the expeditor or chef