

Bradford Alan Vitz

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Administrative and sales experience

Server, Clyde's at Mark Center

August 2014-August 2017

- Greeted guests courteously, took orders promptly and accurately, conferred with the chef about allergies, maintained safe food handling procedures, presented wine bottles according to Clyde's standards, was friendly polite and helpful throughout the meal. Promptly cleared all dishes and silverware. Practiced full hands in full hands out and worked my section as whole.
- Trained new servers and assisted in creating seasonal information boards in breakroom i.e. information on new wine list or seasonal menu items.

Freelance Data Management, Washington, DC

June 2013 – July 2014

- Contract work for Ariba Asset Management, Westbourne Investments and Olian Design Group.
- Organized physical and data files, scanned and saved documents, updated records and aided with general office administration.

Sales Clerk, Chateau Animaux, Alexandria, VA

August 2010 – May 2012

- Customer service representative
- Opened and closed the establishment, ensured bakery case was fully stocked and presentable, processed transactions and prepared daily deposits.

Shift Supervisor, Starbucks Coffee Co, Washington, DC

July 2004 – October 2005

- Processed cash and credit transactions, and prepared daily deposits.
- Resolved customer complaints, managed staff on shift and coordinated breaks.

Office Manager, Olian Design Group, Chevy Chase, MD

August 2001 – August 2003

- Performed administrative tasks including answering phones, scheduling appointments and organizing client files.
- Prepared architectural drawings for printing.
- Met with clients to advise on finishes (paint, wallpaper, carpet, flooring).

Teaching experience

Teacher, Tinkerbell's Kids Academy, Kaohsiung, Taiwan

December 2005 – July 2010

- Taught all subjects in a kindergarten class, including Reading, Math, Science, Arts, Phonics and Physical Education.
- Conversational English instructor at Chung Shan Senior High School.

ESL teacher, Jordan's Language School, Kaohsiung, Taiwan

September 2003 – July 2004

- Taught English as a second language in Taiwan to children and adults.
- Led adult classes for National Health Insurance, China Ship Building Corporation, and Kaohsiung Hospitality College.

Education

Northern Virginia Community College, Annandale, VA
Taipei Language Institute, Kaohsiung, Taiwan

June 2011 – May 2011
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References

Paul Walker GM; Clyde's 703.820.8300 Matthew Woodrum: Webmaster; NVAR 540.514.4027

References

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• Practiced full hands in full hands out and worked my section as whole.
• Standards, was friendly polite and helpful throughout the meal. Promptly cleared all dishes and servers, maintained safe food handling procedures, presented wine bottles according to Clyde's policies, greeted guests courteously, took orders promptly and accurately, conferred with the chef about
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Administrative and sales experience

Name Bradford Vitz

Servers Test

Score / 35

Multiple Choice

- b 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
- 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

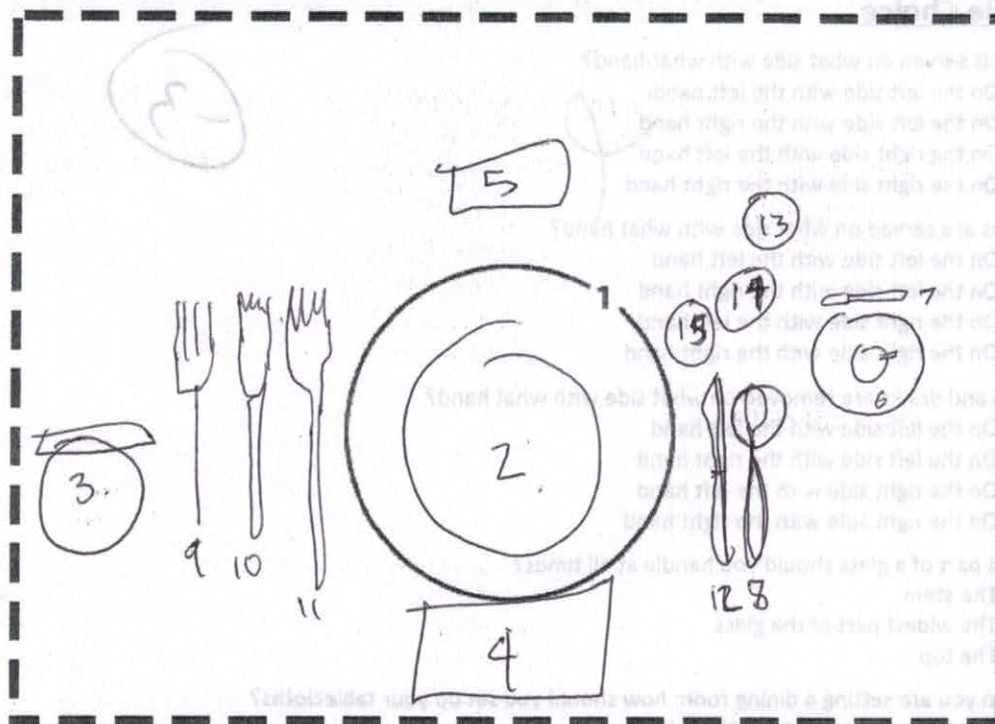
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <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>d</u> French Passing | D. Area for dirty dishware and glasses |
| <u>b</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 |

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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/sweetener, cream
- Synchronized service is when: everything each course comes at once
- What is generally indicated on the name placard other than the name? title/relationship
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
ask to chef