

KRISTEN CATANO

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OBJECTIVE | Seeking a position as a server with Acrobat utilizing exceptional hospitality skills and ability to provide prompt and courteous service to the patrons in order maximize revenue and customer satisfaction.

SKILLS & ABILITIES

- Present menus and respond to any questions regarding menu items
- Serve food and beverages
- Inform patrons of each day specials
- Take dishes and glasses away from tables and counters
- Stock service areas with supplies; coffee, food, tableware, and linens

EXPERIENCE | **FOOD RUNNER GREEN ACRES FARMERS MARKET**
JULY 2016- PRESENT

I mastered great skills working in the farmers market for Hot Diggity Dog concession stand.

EDUCATION | **BELL SENIOR HIGH, 4828 BELL AVE, BELL CA 90201**
HIGH SCHOOL DIPLOMA

COMMUNICATION | I have great communications skills and work well with others. I am open to new ideas and any suggestions to improve if needed.

LEADERSHIP | I am the team organizer for my softball team, when it comes to fundraising I am always ready and willing to start new fundraisers.

REFERENCES | REFERENCES AVAILABLE UPON REQUEST.

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
- 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

A Scullery

B Queen Mary

C Chaffing Dish

D French Passing

G Russian Service

F Corkscrew

E 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

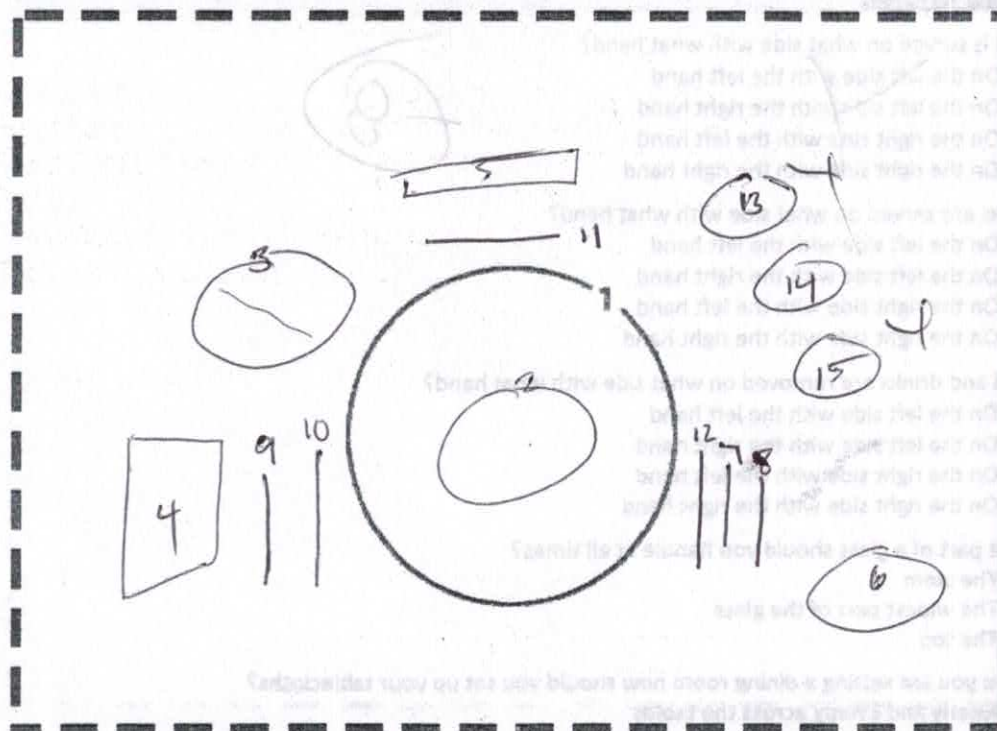
G Style of dining in which the courses come out one at a time

Name

Kristen Catano

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? Milk, Creamer
- Synchronized service is when: 4
- What is generally indicated on the name placard other than the name? table number, or Menu (Special)
- 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?

tell them you will check with the kitchen