

Kristie Bell
933 East Mariposa Street, Altadena, CA 91001
Phone: (626) 264-3185 e-mail: ruffian02@yahoo.com

Employment History:

Water Grill, Los Angeles, CA. Captain/Server/Supervisor (Oct-2000 to Sept-2016).

- One of the premier seafood restaurants in Los Angeles. serving a variety of fresh shellfish and seafood from around the world. I interfaced with hundreds of guests per week.
- Building relationships and trust with customers in order to provide them with an experience that exceeded their expectations.
- Communicating and working effectively with other team members toward the goal of providing exceptional customer service and hospitality.
- Teaching and training incoming servers.
- Supervising, including running pre-shift meetings, engaging with guests to ensure that they had the best possible experience. Handling any issues, concerns or customer complaints that may have arisen from service. Completing server check-outs and assisting servers during busy times.

Yoga In Schools, Altadena, Ca. Administrative assistant and teacher (Jan 2014-June 2014). Yoga in schools was a non profit start up that brought yoga and mindfulness into the school systems in and around Los Angeles. I completed their teacher training program and also served as an administrative assistant. Job details included payroll for teachers, grant writing, phone, emails and communication.

Chanterelle, New York, NY. Captain (1995-1999)

- 4 star atmosphere, which required tremendous attention to detail, organization and focus. Knowledge of French cuisine, cheese and wine.
- Chanterelle was regularly rated in the top 5 restaurants for customer service in NYC. The service was impeccable and required extensive knowledge of food and wine and exceptional communication and customer service skills.

Other Experience

-**Co-department head** of family programs for Siddha Yoga Los Angeles. Included organizing and developing content and overseeing logistics for family programs.

- **Psychotherapy**-Completion of over 150 hours of training as a marriage and family therapist.

Education:

- California State University Los Angeles: B.A. Liberal Studies, 2002. Summa cum Laude.
- Pacifica Graduate Institute: Counseling Psychology, Carpinteria, CA

- Certified parent educator in non-violent communication (NVP). It teaches various techniques in communication with others that seeks to increase compassionate connections to others by identifying core values and needs, and by developing strategies that create empathic connection and increase communication and mutual understanding.
- References available upon request

Name Kyrie Bell

Servers Test

Score / 35

Multiple Choice

- A 1) Food is served on what side with what hand? (100%)
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

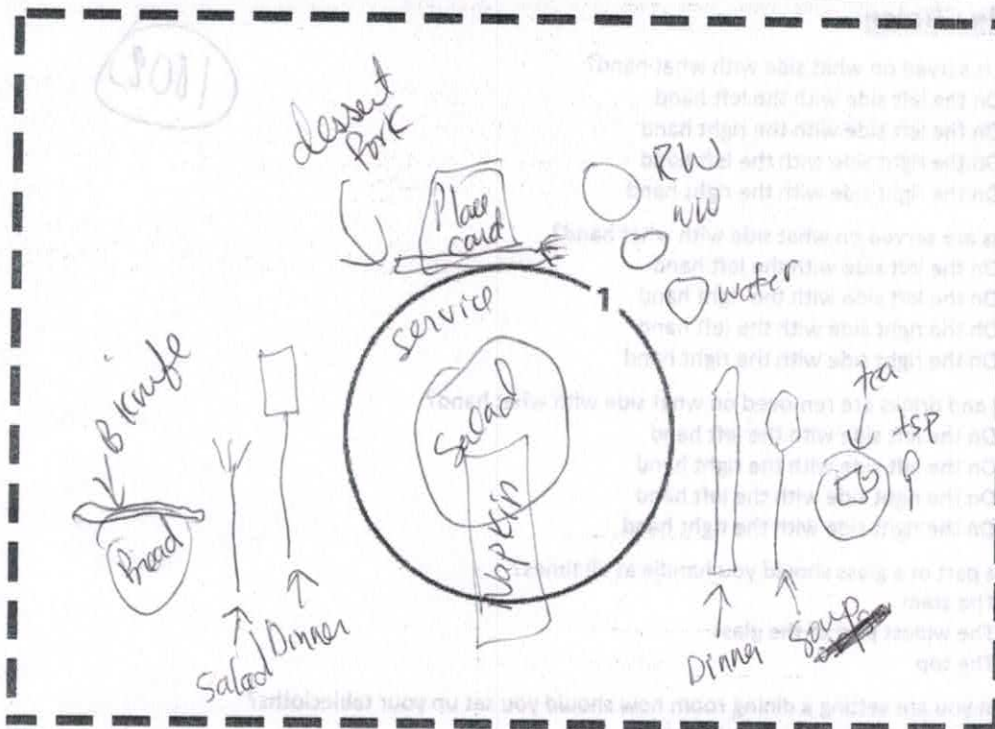
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | <u>B</u> 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 | <u>C</u> Used to hold a large tray on the dining floor |
| <u>G</u> French Passing | <u>D</u> Area for dirty dishware and glasses |
| <u>B</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | <u>F</u> Used to open bottles of wine |
| <u>C</u> Tray Jack | <u>G</u> Style of dining in which the courses come out one at a time |

Name Kushie Bell

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 one inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream, Sugar
- Synchronized service is when: all plates land at the same time
- What is generally indicated on the name placard other than the name? 24
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Go to kitchen and or manager + make sure it has been pre-ordered.