

# Charlie Williamson

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CW

## Objective

High energy professional with a successful 6-year background in serving who is looking to contribute to your organization's success through the use of exceptional customer service and people skills.

## Experience

<b>Rowlands on Main</b>	<b>Server/Bartender</b>	<b>Nov 2016-July 2017</b>
<ul style="list-style-type: none"><li>Created a welcoming, friendly environment for guests and delivering quality service through menu (regular and gluten free) and bar knowledge. Kept track of food times to ensuring timely entrée delivery and guest satisfaction. Helped to keep track of wine and liquor inventory and made knowledgeable wine pairings with menu items</li></ul>		
<b>C Street</b>	<b>Server/ Bartender</b>	<b>Sept 2015-Nov 2016</b>
<ul style="list-style-type: none"><li>Assisted in creating a monthly cocktail menus as well as maintain knowledge of the restaurants beer and wine and food options. Lead service staff as chief server and trained new employees on proper restaurant procedures including opening and closing procedures and table service. Maintaining the bar including set up and end of the shift closing, inventory and serving bar patrons drinks and food in a fast yet efficient manner while maintaining a professional and upbeat attitude.</li></ul>		
<b>Estilo</b>	<b>Server</b>	<b>June 2014-May 2015</b>
<ul style="list-style-type: none"><li>Learning and maintaining knowledge of the menu of Latin American cuisine and ingredients (regular, vegan and gluten free). Creating a welcoming and enjoyable experience for guests and catering to their dining needs. Mastery of opening and closing procedures and keeping up to date with changing restaurant policies and menu changes. Maintaining knowledge of Latin American cocktails, liquors and beer selection as well and increasing sales through beverage selections and additional courses.</li></ul>		
<b>Max's on Broad</b>	<b>Server</b>	<b>Nov 2013-June 2014</b>
<ul style="list-style-type: none"><li>Maintaining knowledge of menu items, garnishes, preparation methods of menu items and ingredients. Effectively communicated with kitchen staff in regards to dietary needs, food allergies and special requests. Greeting customers in a timely, friendly manner and delivering exceptional service by catering to guest needs and in a fast paced environment. Mastery of opening and closing procedures and keeping up to date with restaurant policies as well as knowledge of the changing wine and craft beer selections. Increasing sales through beverage suggestions and additional courses.</li></ul>		

## Education

<b>Virginia Commonwealth University</b>	<b>Jan. 2015-Aug. 2017</b>
Bachelors in Science and Communication in Public Relations	

## References

David Crow (C Street): 804-335-6543  
David Holder (Bistro 27): 804-306-5640  
Virginia Rowland (Rowlands): 843-457-2576



**Multiple Choice**

A 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 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

(-3)

**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

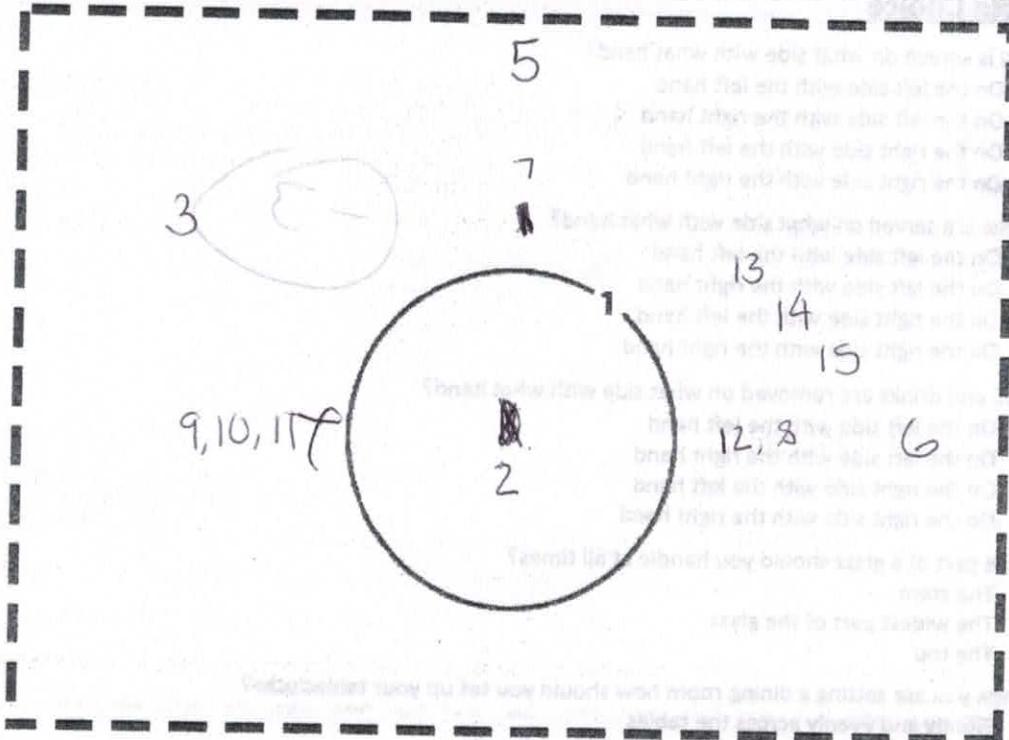
C Tray Jack

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

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 3 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream and sugar
3. Synchronized service is when: each table is served at the same time
4. What is generally indicated on the name placard other than the name? Their Entree
5. The Protein on a plate is typically served at what hour on the clock? 12
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Go to the kitchen and speak to the chef to find out what's available to fit the request