

## Caroline Irvin

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### EXPERIENCE

#### GBD

*Server*

Washington, DC

September 2013-May 2014

- Gained knowledge of the craft beer industry in order to answer any questions and make recommendations to the customers about the restaurant's 36 rotating taps.
- Anticipated and addressed customers' needs to ensure satisfaction throughout the entire meal and gain loyal customers.
- Worked with the entire team to maintain a clean and organized restaurant and to continuously meet all standards.

#### SELF EMPLOYED

*Nanny*

Morristown, NJ

May 2014-July 2015

- Created positive childcare environment by preparing various activities and games that taught responsibility and bolstered self-esteem.
- Sparked creativity and imagination by introducing new concepts everyday.
- Helped children with language development skills through reading and storytelling.

#### LE CRÈME CATERING

*Bartender/Server*

Pittsburgh, PA

May 2011-May 2014

- Acquired skills in food and drink preparation and presentation for special events.
- Developed quick reaction skills to meet the expectations of the wedding guests.
- Multitasked in order to ease stressful situations and make wedding days perfect.

#### INSOMNIA COOKIES

*Finance Assistant*

New York, NY

July 2015-July 2017

- Maintain accounts payable and accounts receivable balances with Sage100 and communicate daily with vendors for both AP and AR accounts.
- Execute monthly reconciliation for bank accounts by consolidating operating expenses for both the bakeries and the corporate cost centers.
- Audit inventory accounts for product and supplies at each bakery and multiple warehouses on a monthly and year basis.

### EDUCATION

**THE GEORGE WASHINGTON UNIVERSITY, School of Business**  
**Bachelor of Business Administration, Finance**

Washington, DC

May 2014

### SKILLS/ACTIVITIES

- TAM certified
- Geeks Who Drink: *Trivia Host*

New York, NY 2017



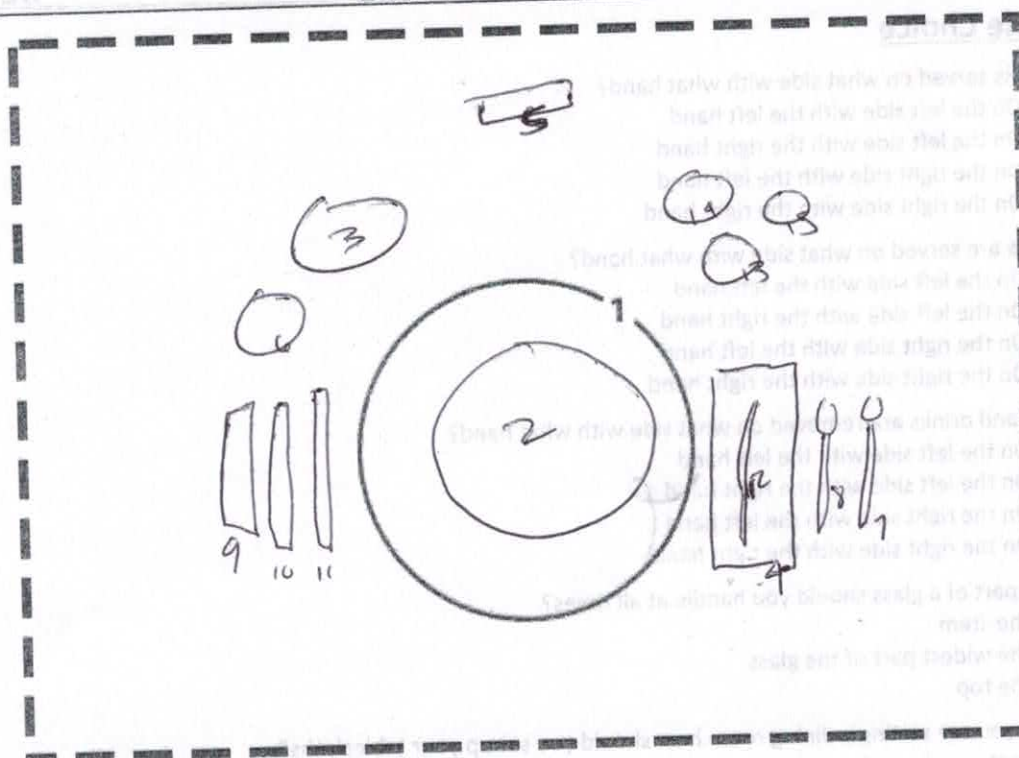
**Multiple Choice**

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





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 3 4 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream/milk & sweeteners
- Synchronized service is when: multiple tables are served at once
- What is generally indicated on the name placard other than the name? Table Number
- The Protein on a plate is typically served at what hour on the clock? 3 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
go back / make sure that's what they order and there's enough and get them the correct entrée