

Rafael Tavaréz

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EDUCATION

Duke University-Durham, NC

- **Major:** Marketing • **Minor:** English • **Certificate:** Markets and Management Studies
- **GPA:** 3.4/4.0

WORK EXPERIENCE

Lead Server –Palomino Restaurant, Los Angeles/Westwood, CA

May. 2012- August 2017

- Greeted patrons and answered all questions regarding the menu, wine and beer selection
- Thorough knowledge of restaurant systems/POS/procedures and ensured accurate services especially with large parties
- Won Dessert Sales Competition that produced an 8% increase in total monthly sales
- Received “Employee of the Week” four times, won 3 Cocktail challenges and honored Lead server my last 2 years working

Campaign Manager- Atlanta Events Marketing, Atlanta, GA

Nov. 2008- Feb.2012

- Assisted in the daily operation of the company-developed strong leadership and management skills
- Created and managed client relationships throughout the Face-to-face sales and marketing presentations with the clients existing customer base
- Promoted from Entry Level to Campaign Manager within 2 weeks of the company after 20% increase in sales

Kitchen Packaging Coordinator Assistant - Project Open Hand, Atlanta, Ga

Feb. 2006- July. 2007

- Assisting with extensive machinery operation knowledge of the packaging/filling machine along with line flow understanding
- Effective computer skills using MS Office, Word, Excel and other required technical software
- Helped track packaging cost savings to meet weekly cost savings goals

LEADERSHIP AND DEVELOPMENT

The Fayetteville Optimist Club- Scholarship Opportunity (2nd Place), Fayetteville, GA

May 2011

- Chosen by my school to compete against other schools in a competition of writing skills & performance
- Instructed on developing better writing techniques & performance delivery
- Received 2nd Place Honors and went on to tutor and help other future contestants

Mundo Hispanico- Latin Artist of The Year, Gainesville, Ga

Dec. 2012

- An award given to a Latino role model in the community selected by Georgia's Oldest and Largest Spanish Magazine
- In order to be considered for the award artists must exemplify determination, work ethic, leadership skills, and a great GPA
- Awarded \$3500 in scholarship money to any college of my choice

Project Open Hand- Volunteer, Atlanta GA / Los Angeles CA

March 2008- Present

- Volunteer help with food packaging, cooled bag packaging & package delivery of over 5,000 meals in Atlanta
- Effective machinery operation knowledge, computer skills, packaging cost savings skill and facilitation flow

SKILLS AND INTERESTS

Skills: Able to communicate in spanish; Great knowledge with the POS system; Wine pairing; Written and Oral Communication; Public speaking; Learning quickly, Markets and Management

Interests: Creative writing, Youth entrepreneurship, Volunteering with youth/families, Sports, Tutoring high school students, Running, Movie buff, Reading (favorite book: The Tipping Point by Malcolm Gladwell)

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
- first part of B+
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

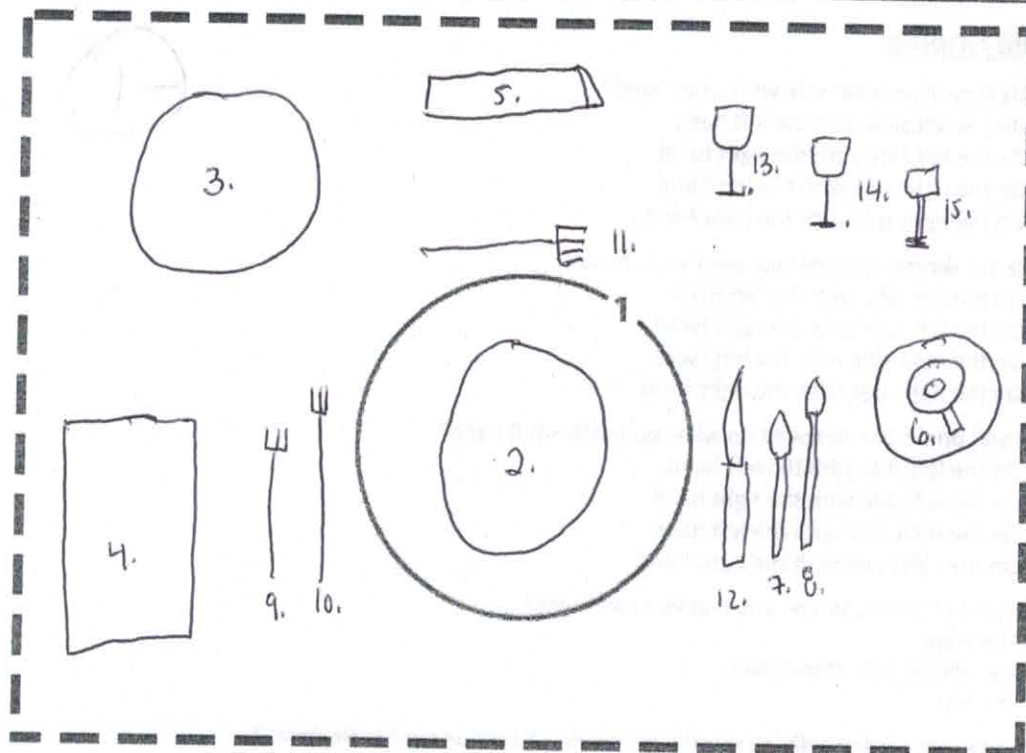
Match the Correct Vocabulary

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

Servers Test

Score / 35



Draw a formal place setting containing all of the following:

- | | | |
|----------------------------|----------------------------|--------------------------------|
| 1. Service Plate | X Teaspoon | 13 Water Glass |
| 2. Salad Plate | X Soup Spoon | 14 Red Wine Glass |
| 3. Bread Plate & Knife | X 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 8 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? creamers, sugar, zest, extract, honey
- Synchronized service is when: each table is served at the same time
- What is generally indicated on the name placard other than the name? representation, job, birthday, position
- The Protein on a plate is typically served at what hour on the clock? app, soup, salad, entree, desert
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
inform chef