

# Maxwell Calehuff

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## Objective

Experienced customer service professional with leadership and relationship-building capabilities, seeking new challenges where my expertise can be utilized to improve customer satisfaction within a company which offers growth opportunities.

## Experience

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### Real Estate Sales Associate

April 2016 – Present

#### Coldwell Banker Residential – Los Gatos, CA

Rent, buy, or sell property for clients. Perform duties, such as study property listings, interview prospective clients, accompany clients to property site, discuss conditions of sale, and draw up real estate contracts. Includes agents who represent buyer. Make sure all my clients leave happy. Follow up with pop-bys and continued drip campaigning. I love working with people and I feel real estate is the next step in my life.

### Server

March 2015 to May 2017

#### Orchard City Kitchen – Campbell, CA

I work in a fast paced environment with a high volume of covers every night. Being very well educated on food, liquor and wine. Serve guest in a timely and friendly manner, (turn and burn) is the verbiage we use. Serve people, don't make them feel rushed and get the next table in. Be able to explain all topic of the menu in which the guest can understand. (A lot of foreign ingredients used in making the food) Always make sure the guest has an amazing experience and wants to come back.

### Lead Server

June 2010 to March 2015

#### Straits Santana Row - San Jose, CA

Work with all servers on daily basis to ensure smooth dining experience for customers. Ensure servers follow proper procedures. Conduct service trainings for newly hired servers and explain protocols clearly and efficiently. Greet and seat customers in a friendly manner. Report any hazardous situations to Manager promptly. Ensure that servers deliver food and beverages as per restaurant standards. Resolve customer complaints and concerns. Meet sales of wines and spirits. Maintain the dining hall. Maintain composure and patience in face of difficult customer situations. Carry myself professionally and build memorable relationships with customers.

### Server

May 2009 to November 2010

#### Pasta Pomodoro - San Jose, CA

Provided the customers with a pleasant dining experience and quality service. Conducted final check of food items prior to serving customers to ensure quality maintenance. Ensured the cleanliness of dining area and food items before serving. Held responsibility of handling/serving all food items. Assisted others in carrying out their part of preparing/serving meals.

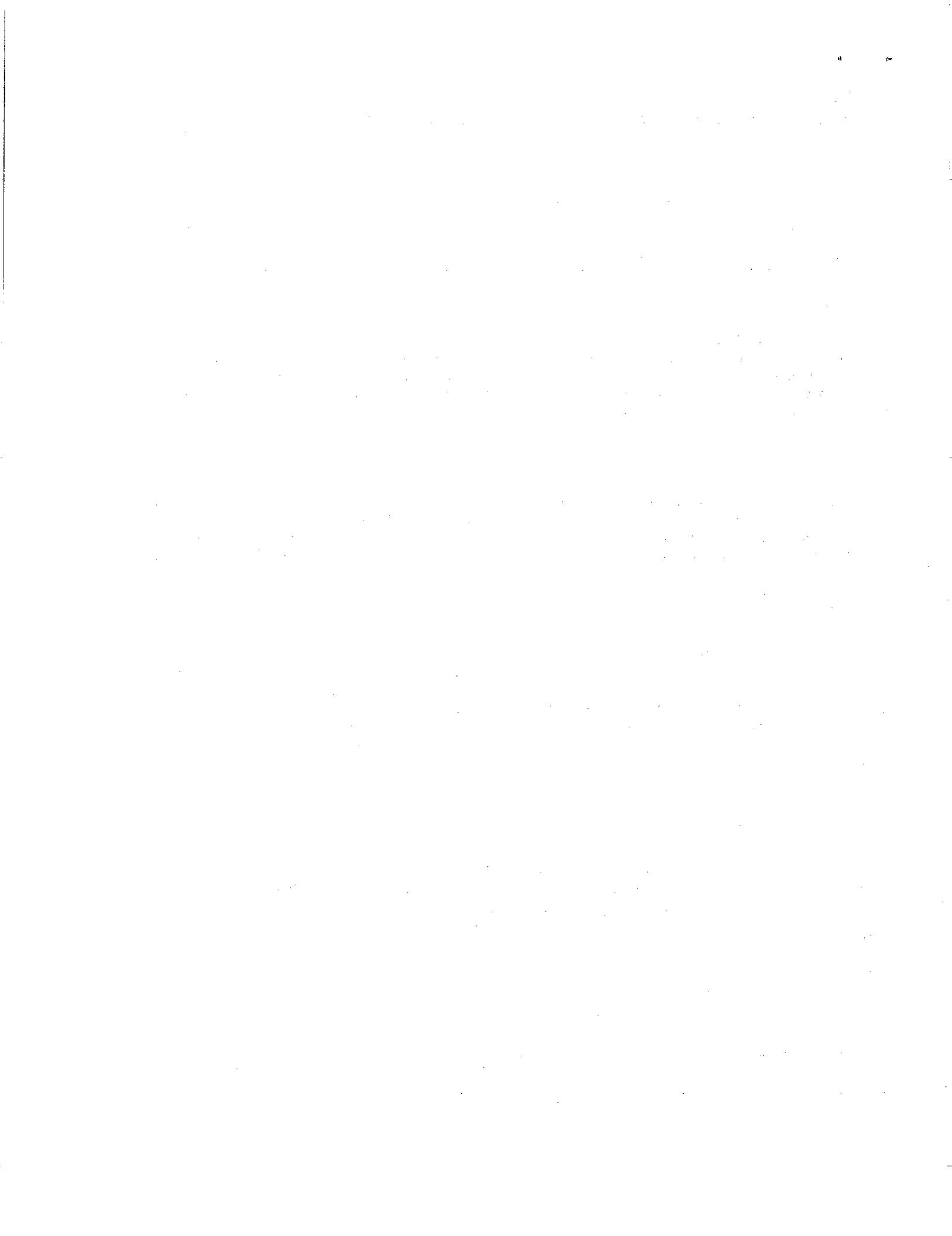
### Event Caterer

September 2009 to May 2009

#### The Golf Course at Boulder Ridge - San Jose, CA

Assembles, maintains and dismantles wedding venues.

Provides excellent service to customers in a friendly and courteous manner. Strives to ensure guest experience is memorable. Outstanding ability to anticipate the needs of others and multitask efficiently. Monitors guests and responds to needs and requests in a warm and timely manner. Organized and well-focused in completing tasks.



**Banquet Server**

September 2008 to February 2009

**Paul Mason Mt. Winery - Saratoga, CA**

Organize and coordinate events such as; wedding, seminars, conferences and concerts. Providing prompt, efficient and friendly service to the customers. Ensures adequate staffing for events and schedules set-up, technical, stage and other crews accordingly; supervises crews during events. Facilitate operations and responds to emergencies, problems, etc., ensures all aspects of events are implemented and controlled according to plans.

**Education**

Branham HS, Class of 2007

**Volunteer Services**

Coach Youth Basketball

Assistant Coach Cambrian Pop Warner



**Servers Test**

**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

c

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

**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

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

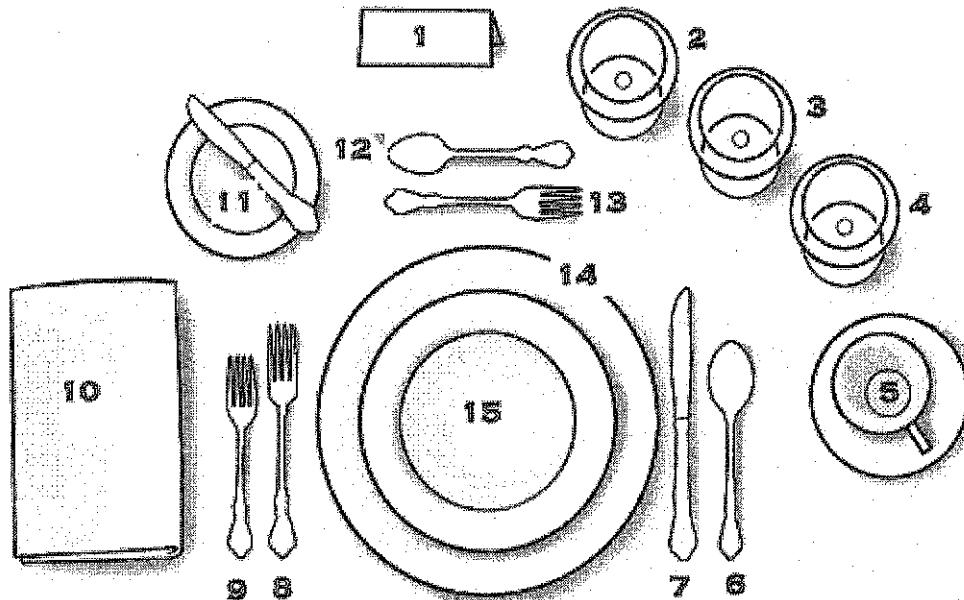
F. Used to open bottles of wine

C Tray Jack

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

Servers Test

Score 33/35



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>3</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>2</u>	Wine Glass (White)
<u>4</u>	Water Glass		

Fill in the Blank

- The utensils are placed 7 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, Cream
- Synchronized service is when: Servers drop plates at same time/and clear
- What is generally indicated on the name placard other than the name? Entree guest will be served
- The Protein on a plate is typically served at what hour on the clock? 12
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Inform the chef

**Bartenders Test**

**Multiple Choice (6 points)**

A 1) Carbonation \_\_\_\_\_ the rate of intoxication.

- a) Slows down
- b) Speeds up
- c) Does nothing to

b 2) What are the six most commonly used spirits?

- a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice
- b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila
- c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel
- d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum

b 3) You can accept an expired ID as long as all other information is correct.

- a) True
- b) False

A 4) If someone has had too much to drink, serving them coffee will help sober them up.

- a) True
- b) False

c 5) What are the acceptable forms of ID for Alcohol Consumption?

- a) State or Government Issued ID Card or Drivers License
- b) Passport or Passport ID Card (as long as it lists the person's date of birth)
- c) School ID or Birth Certificate
- d) A & B
- e) A, B & C

b 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.

- a) True
- b) False

**Vocabulary (9 points)**

Match the word to its definition

C "Straight Up"

Used to crush fruits and herbs for craft cocktail making

F Shaker Tin

Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

T "Neat"

To serve chilled liquor in a chilled stemmed cocktail glass with no ice

A Muddler

To pour  $\frac{1}{2}$  oz of a liquor on top

b Strainer

Used to measure the alcohol and mixer for a drink

J Jigger

Used to mix cocktails along with a pint glass and ice

G Bar Mat

Used on the bar top to gather spills

r "Float"

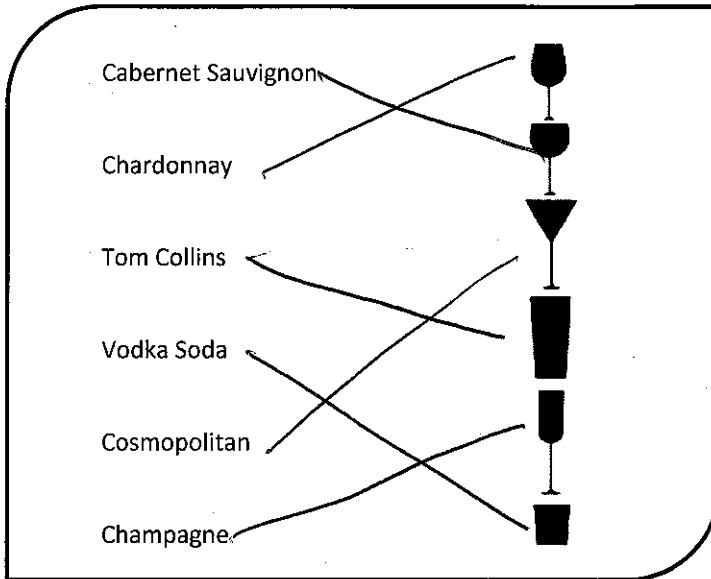
Requesting a separate glass of another drink

h "Back"

Means to serve spirit room temperature in a rocks glass with no ice

**Glassware (6 points)**

Match the correct glass to the drink



**Answer and Question (14 points)**

Provide examples of 3 brand name "top shelf" spirits (3 points):

PATRON, Grey Goose, Marallan

What are the ingredients in a Manhattan? bourbon, bitters, sugar, cherry herring

What are the ingredients in a Cosmopolitan? vodka, lime, simple, cran

What are the ingredients in a Long Island Iced Tea? vodka, rum, coke, sweet, sour

What makes a margarita a "Cadillac"? Floater of Gran marnier

What is simple syrup? sugar, lime, lemon

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

What should you do if you break a glass in the ice? Dump Cran juice in ice, Drap ice

When is it OK to have an alcoholic beverage while working? Never

What does it mean when a customer orders their cocktail "dirty"? olive juice

What are the ingredients in a Margarita? tequila, triple sec, sweet sour, or fresh lime