

Irma Gaez  
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Talented and dependable customer service in the food & beverage industry; dedicated to providing a pleasurable and cheerful experience with natural poise and a friendly demeanor.

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#### Qualifications

- Expertise in the food and hospitality industry
- Outstanding working relationship with co-workers and able to work independently
- Develop repeat business by establishing close and lasting relationships with customers
- Demonstrate accuracy and thoroughness by ensuring the proper service sequence
- Provide exceptional service in a busy environment, while maintaining a high level of professionalism
- Up-selling (increasing check average by 20%)
- Ability to identify and resolve problems in a timely manner
- Promote daily/weekly specials and events
- Excellent follow through on commitments
- Food Handler's Card (ABC Certified)
- Bilingual; fluent in Spanish

#### Professional Experience

- Coaching and staff development
- Team building and leadership
- Maintain clean and safe work standards
- Employee scheduling and supervision
- Purchasing and product inventory control
- Uphold policies and procedures
- Ensured health standards and compliance

#### Employment History

Bartender / Banquet Server - Navy Golf Course - Seal Beach, CA  
Food Server - Luna Modern Mexican Kitchen - Corona, CA  
Bartender - Backstreet Brewery - Ladera Ranch, CA  
Lead Trainer, Floor Supervisor, Cocktail Waitress - Season Ticket Sports Grill - Irvine, CA  
Assistant Restaurant Manager - WingNuts - Aliso Viejo & Costa Mesa, CA  
Receiver Supervisor - David's Bridal - Costa Mesa, CA

#### Education

Fullerton College, Fullerton, CA

Candidate, AA - Humanities/Spanish

#### Volunteer Services

Boys & Girls Club Laguna Beach  
AIDS Walk, Los Angeles

Phi Beta Psi, Delta Iota - Cancer Research  
Re-COOPERRate, "Cooper's Story"



Name Irma Gaéz  
**Servers Test**  
Score / 35

**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 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**

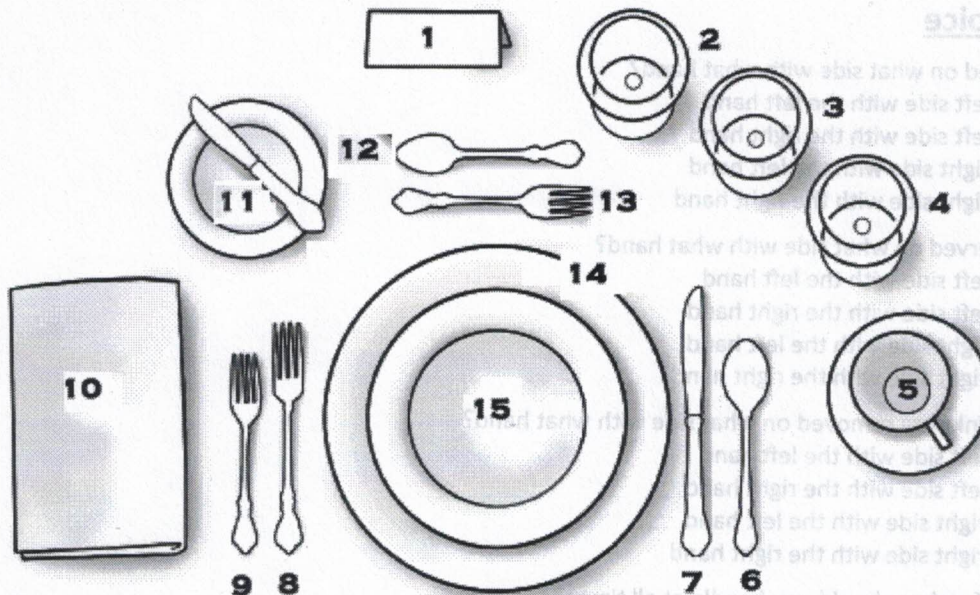
- |                             |   |
|-----------------------------|---|
| <u>D</u> Scullery           | <del>A</del> Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>B</u> Queen Mary         | <del>B</del> Style of service where food is prepared or served individually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



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**Servers Test**

Score / 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>4</u>  | Wine Glass (White)           |
| <u>7</u>  | Water Glass           |           |                              |

**Fill in the Blank**

- The utensils are placed two inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream, sugar, lemon
- Synchronized service is when: food is served in order sequentially
- What is generally indicated on the name placard other than the name? a description
- 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? inform the chef