

## Jorge Luis Figueroa

715 S Normandie. Apt. 406

Los Angeles CA 90005

~~(213) 925-8913~~ (213) 378-3352

~~george1992@yahoo.com~~

Topgco92@yahoo.com

### Skills and Qualifications:

Bilingual English/Spanish

4 years of service industry experience

Hard Working

Safe Serve Certified

Reliable and Prompt

Comfortable in a fast paced and heavy volume working environment

Proficient in Aloha POS system

### Experience:

Wirtshaus Biergarten Bartender/Server 2011– Present

- Greet customers
- Take food and drink orders
- Train new employees
- Provide necessary support to front of house staff
- Change and replace beer kegs
- Stay updated on new menu items
- Replace glassware as needed
- Keep the bar fully stocked
- Open and close the establishment on a regular basis

Alcove/Big Bar barback 2015–2016

- Worked with the bartender to provide a positive atmosphere
- Assisted in concoction of cocktails
- Provided guests with information in a courteous and upbeat demeanor
- Kept bar clean and fully stocked
- Worked efficiently to accommodate large numbers of patrons

Regal Catering 2011–2014

- Presented food and drinks with a positive and accommodating nature
- Informed potential catering customers about pricing/events
- Maintained a professional demeanor with upscale celebrity and VIP clientele

Jorge Luis Figueroa

715 G Street, Apt. 402  
Los Angeles, CA 90005

Phone: (213) 378-3332

16600101@yahoo.com

Skills and Qualifications

Bilingual English/Spanish  
and fluent in both languages

Self-Motivated  
Team Player

Computer is a fast paced and busy office working environment  
Proficient in Adobe Photoshop

Experience:

With the Pleasanton Restaurant/Bar, 2011 - Present

- Great customer service
- Take food and drink orders
- Train new employees
- Provide necessary support to rest of house staff
- Cleaning and sanitizing back bar
- Stay updated on new menu items
- Handle customer complaints as needed
- Keep the bar fully stocked
- Open and close the establishment on a regular basis

Active Bid for Chicago 2016-2018

- Worked with the contractor to provide a positive atmosphere
- Assisted in construction of cocktail bar
- Provided guests with information as a courteous and upbeat demeanor
- Maintained bar area and fully stocked
- Worked efficiently to accommodate large numbers of patrons

Regal Casino 2011-2014

- Presented food and drink with a positive and accommodating attitude
- Maintained a professional demeanor with positive energy and a friendly attitude

## **Infamy Fashion/The Life Apparel Sales Associate 2009–2011**

- Sold large quantities of both retail and wholesale merchandise
- Worked with a team to ensure monthly sales quotas were met
- Frequently shipped merchandise both locally and internationally
- Helped customers with any questions or problems
- Maintained a clean working environment

## **References:**

Wirtsthaus Owner: Bjorn Reese (310) 739–7962

Bar Manager: Kolby Roberts (818) 331–3066

Head Waitress: Laurel Krause (323) 697–9090

Regal Catering owner: Ben Buelent (323) 698 2559

Alcove/Big bar Manager/Bartender (213) 245–3803



**Multiple Choice**

- C 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
- A 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
- A 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
- A 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**

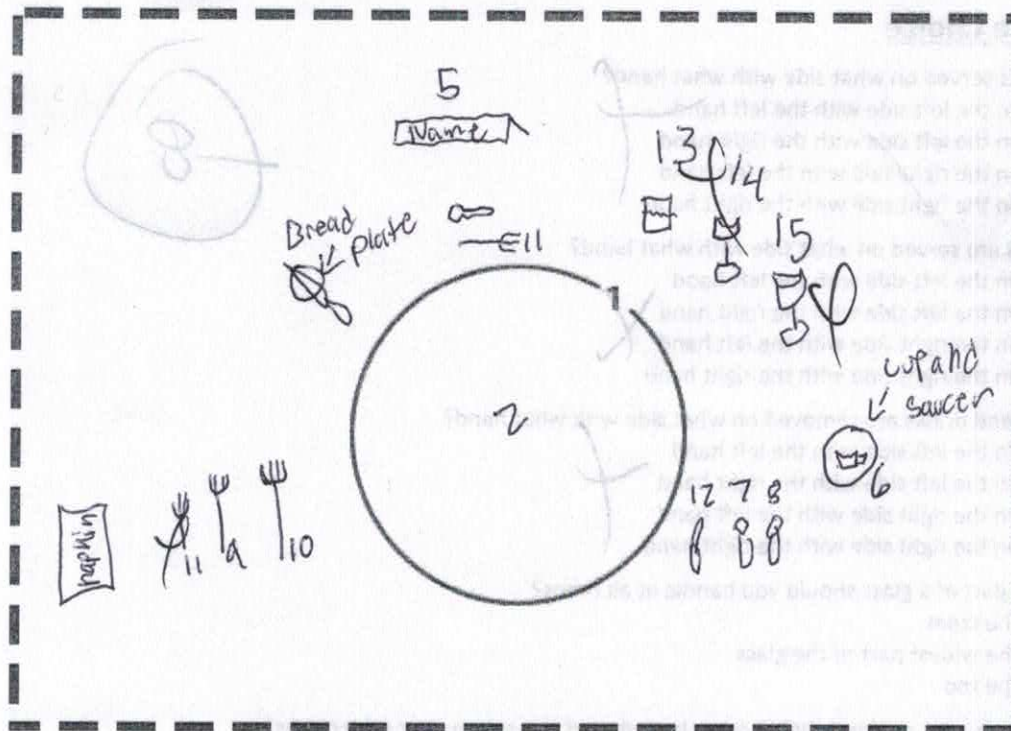
- |                          |  |
|--------------------------|--|
| <u>D</u> Scullery        | <input checked="" type="checkbox"/> A. Metal buffet device used to keep food warm by heating it over warmed water  |
| <u>E</u> Queen Mary      | <input type="checkbox"/> B. Style of service where food is prepared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



Name Jorge Figueroa

Servers Test

Score / 35



Draw a formal place setting containing all of the following:

- |   |                             |                                 |
|---|-----------------------------|---------------------------------|
| 1. <del>Service Plate</del>               | 7. <del>Teaspoon</del>      | 13. <del>Water Glass</del>      |
| 2. <del>Salad Plate</del>                 | 8. <del>Soup Spoon</del>    | 14. <del>Red Wine Glass</del>   |
| 3. <del>Bread Plate &amp; Knife</del>     | 9. <del>Salad Fork</del>    | 15. <del>White Wine Glass</del> |
| 4. <del>Napkin</del>                      | 10. <del>Dinner Fork</del>  |                                 |
| 5. <del>Name Place Card</del>             | 11. <del>Dessert Fork</del> |                                 |
| 6. <del>Tea/Coffee Cup &amp; Saucer</del> | 12. <del>Dinner Knife</del> |                                 |

Fill in the Blank

- The utensils are placed 3 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar/ cup and saucer
- Synchronized service is when: Everything happens at the same time
- What is generally indicated on the name placard other than the name? position or title/ food restrictions
- The Protein on a plate is typically served at what hour on the clock? 5 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Inform the Chef