

# IRVIN SEGOVIA

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## PROFESSIONAL EXPERIENCE

### LOTERIA GRILL

Santa Monica, CA

*Server* – March 2014 – Present

- Greet guests, obtain guest orders, address and resolve guest questions and concerns.
- Advise guests regarding ingredients in menu items to address food allergy concerns.
- Identify and optimize up-sell opportunities, suggest accompanying food and beverage items to guests.
- Provide superior customer service to ensure customer satisfaction, loyalty, and repeat business.
- Advise guests of any delays or disruptions in service.
- Solicit guest feedback to identify areas for improvement and suggest improvements to management.
- Assist in maintaining the cleanliness and organization of all guest areas.

***Selected Achievements:***

- Commended for effectively managing competing priorities in a high volume, fast paced environment.
- Assisted management in training and on-boarding new employees.

### UCLA CATERING

Los Angeles, CA

*Server* – June 2012 – May 2014

- Coordinated with team members to ensure adherence to event schedules.
- Served food and beverages to guests during buffet and plated events, assisted with all forms of banquet service, including: carving stations, bartending, running food, bussing tables, etc.
- Provided superior customer service to all guests; addressed and resolved guest questions and concerns.
- Assisted with event set-up and tear-down, including transporting and arranging equipment, tables, etc.
- Cleaned and organized equipment and flatware after events; replenished supplies as needed.
- Maintained compliance with all safety and health regulations as well as UCLA policies and procedures.

***Selected Achievements:***

- Assisted management in training and mentoring new team members.

## EDUCATIONAL BACKGROUND

### UNIVERSITY OF CALIFORNIA, LOS ANGELES

Los Angeles, CA

*B.A., Philosophy* – July 2014

- **Employed while earning degree.**
- Concentration: Business
- Coursework: Ethical Theory, Business Communications, Business Law, Accounting, Philosophy and the Environment, Analysis of Contemporary Moral Issues, Meaning and Communication, Nutrition, etc.

## SKILLS

- Bi-lingual: fluent in written and spoken English and Spanish.
- Excellent computer skills, including Point-of-Sale systems and Microsoft Word.
- Expert organizational and time management skills; adept at prioritizing tasks.
- Excellent communication, interpersonal, and teamwork skills.
- Expert analytical and problem solving skills; adept at providing conflict resolution.

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REFERENCES AVAILABLE UPON REQUEST



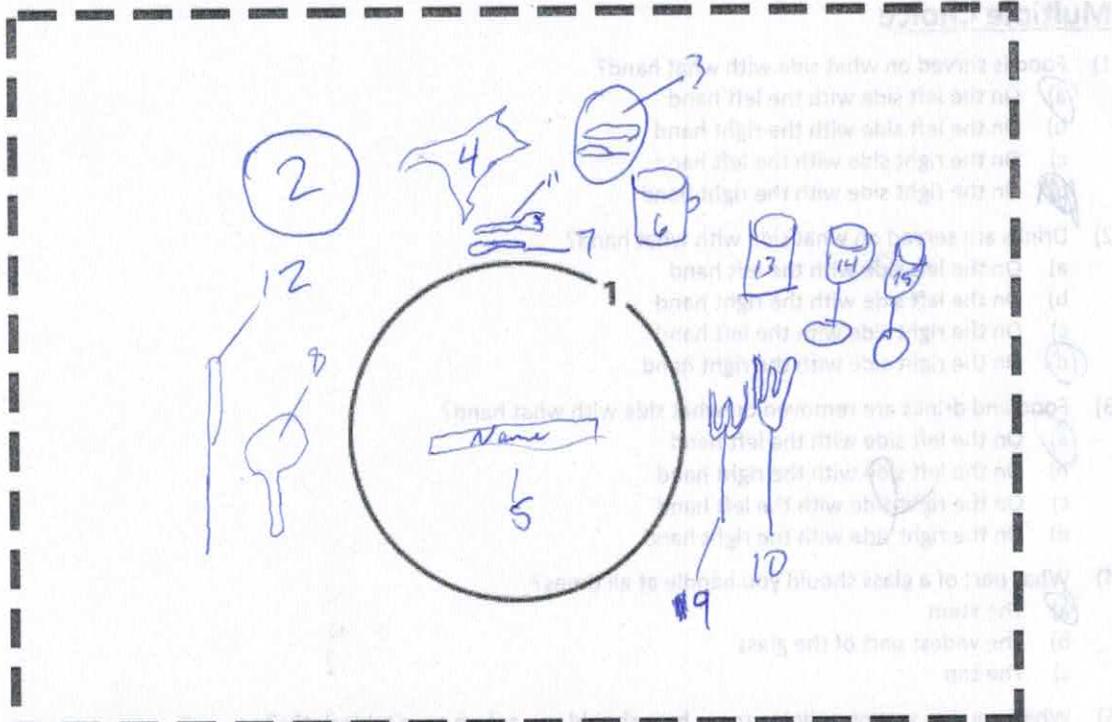
### Multiple Choice

- 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
- 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
- 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
- 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
- 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
- 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

A Scullery  
C Queen Mary  
A Chaffing Dish  
B French Passing  
G Russian Service  
F Corkscrew  
E Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
- 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)
- C. Used to hold a large tray on the dining floor
- D. Area for dirty dishware and glasses
- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- F. Used to open bottles of wine
- 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**

1. The utensils are placed 24 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Milk and sugar.
3. Synchronized service is when: Every table gets serviced at the same time.
4. What is generally indicated on the name placard other than the name? Allergies.
5. The Protein on a plate is typically served at what hour on the clock? 6.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Let my captain know and check with expo