

WHITNEY MADREN

919 414 6616

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I have over ten years of experience in the restaurant industry and have worked in nearly every type of restaurant there is. I can learn a menu quickly and thoroughly and I can anticipate customer needs while keeping an overview of the restaurant. I am college educated, articulate, approachable and eager for work in a new environment.

RESTAURANT EXPERIENCE

THE FARM OF BEVERLY HILLS, Beverly Hills, CA

Server, Bartender, Barista, Hostess

2013-present

High volume, fast paced, breakfast, lunch, and weekend brunch shifts. (Beverly Hills HotSpot)

Conversely, a relaxed, fine dining inspired dinner atmosphere with attention on carefully crafted dinner entrees and wine pairings. POS: Aloha, Open Table

Clientele: A mix of both upscale Beverly Hills locals, and domestic/international tourists

Reference: Othelia Figuerra, General Manager(415-902-1800)

320 WINE LOUNGE, West Hollywood, CA

2013

Hostess/Wine Tasting Consultant

Tastings/Expos with certified Wine Sommelier, POS: Micros, Open Table

THE BIG EASY, Raleigh, NC

2010-2013

Bartender, Server, Trainer, Catering

Managed, opened, and closed high-volume bar and restaurant

BROTHER JIMMY'S, New York City, NY

2009-2010

MIMI'S CAFE, Cary, NC

2008-2009

FINELLI'S, Greenville, NC

2007-2008

ADDITIONAL TRAINING/CERTIFICATION

CA FOOD HANDLER CERTIFICATION (ServSafe)

Exp 2019

ABC BARTENDING SCHOOL, Raleigh, NC

2012

6 week bartending/mixology course

THE WINE MERCHANT: WINE TASTING/SEMINAR

2008

CPR/FIRST AID/LIFEGUARD CERTIFICATION

EDUCATION

EAST CAROLINA UNIVERSITY, Greenville, NC

2009

BFA Professional Acting

BFA Musical Theatre Performance

GPA: 3.9, SUMMA CUM LAUDE Honors Society

INTERESTS

Circus/Aerial Arts: Single Point Trapeze, Aerial Fabrics, Suspended Lyra, Juggling,

Acting, Singing, Dance (Ballet, HipHop)

OUTREACH

Currently teaching HipHop dance at the Boys/Girls Club (Hollywood), a partnership through GRO outreach.



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
- C 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

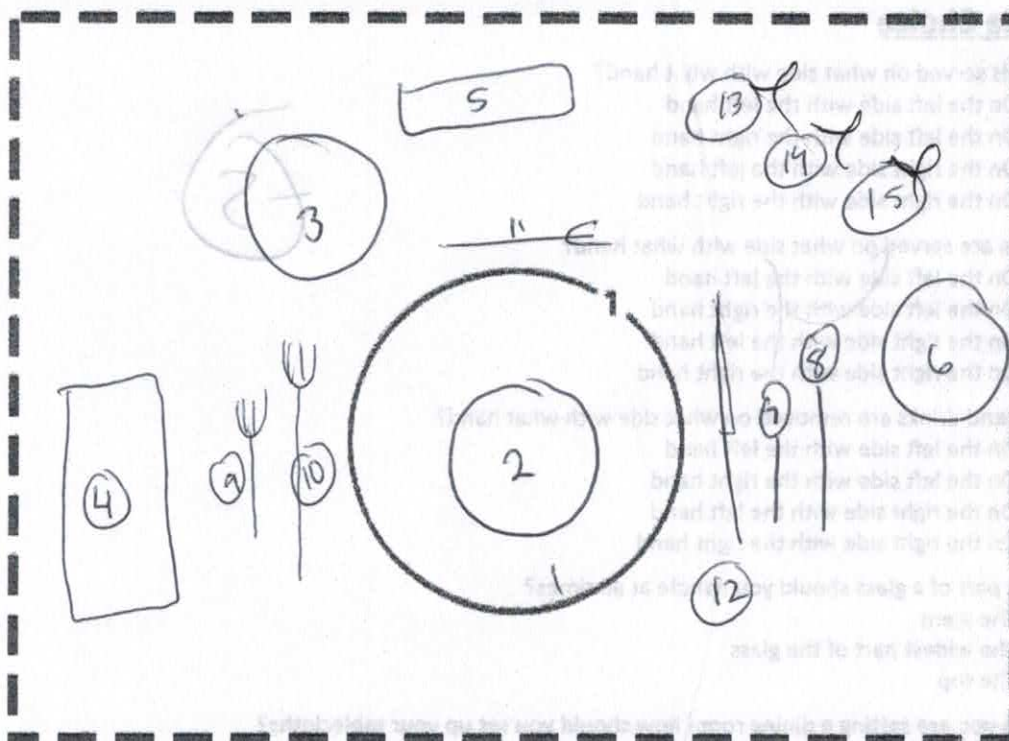
- | | |
|--------------------------|---|
| <u>D</u> Scullery | A Metal buffet device used to keep food warm by heating it over warmed water |
| <u>G</u> Queen Mary | B Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>A</u> Chaffing Dish | C Used to hold a large tray on the dining floor |
| <u>G</u> French Passing | D Area for dirty dishware and glasses |
| <u>B</u> Russian Service | E Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F Used to open bottles of wine |
| <u>C</u> Tray Jack | G Style of dining in which the courses come out one at a time |

Name

WHITNEY MADREN

Servers Test

Score / 35



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

- The utensils are placed 4" (4) inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? milk, cream, sugar
- Synchronized service is when: all tables receive course @ once
- What is generally indicated on the name placard other than the name? title
- The Protein on a plate is typically served at what hour on the clock? 8:00
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Tell the kitchen