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# MANUEL HERNÁNDEZ GERENA

787.406.8040  
[manuel.hg@live.com](mailto:manuel.hg@live.com)

4725 Orion Ave  
Apt. 211  
Sherman Oaks, CA  
91403

## Objective

Participate and collaborate providing my experience, abilities and profesional knowledge; contributing to the company goals, while also pursuing my professional growth and development.

## Abilities

### Fully Bilingual

#### English

#### Spanish

- Vast knowledge in both languages, dominance in both written and verbal communication.

### Digital Editing Equipment Management

- Creative development of digital projects.

### Retail

- Customer service.
- Inventory classification and organization.
- Styling; fashion style and tendencies.
- Cash register
- Visuals Management
- Fitting Rooms

### Clerical Work

- Document organization
  - System information management
  - Appointment coordination
  - Internal communication
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May 2016 - July  
2017

### Professional Experience

**Generalist, *Victoria's Secret*** — May 2016 — July 2017

- Customer service, cash wrap, recovery, floor-sets, shipment processing and merchandise requests.

May 2016 - July  
2017

**Server, *Umai*** — May 2016 — July 2017

- Take costumer orders, communicate dining or order details to kitchen personnel, enforce regulations and schedule dining reservations.

November 2014 - June  
2017

**Stock Associate, *Abercrombie & Fitch*** — November 2014 — June 2017

- Customer service, cash wrap, fitting rooms, floor-sets, inventory classification and stock maintenance.

June 2014 - June 2015

**Information Oficial, *Corporation of State Insurance Fund*** — June 2014 - June 2015

- Documenting/Recording Information, classification, and archive organization.

August 2011 -  
December 2015

### Education

University of the Sacred Heart, Santurce, PR — BA. Digital Film Production, 2011-December 2015

New York University (NYU) NY, NY — Drama and Film, Student Exchange Program, January-May 2014

January - May 2014

### Acknowledgements

**Academic Excellence Acknowledgement Medal** *University of the Sacred Heart, Santurce, PR* — 2014

**Tradition and Culture Award** *Hatillo, Hon. José A. Rodríguez* — 2011

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Name \_\_\_\_\_

**Servers Test**

Score / 35

**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 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**D SculleryE Queen MaryA ☒ Chaffing DishG ☒ French PassingB ☒ Russian ServiceF CorkscrewC Tray Jack

A. Metal buffet device used to keep food warm by heating it over warmed water

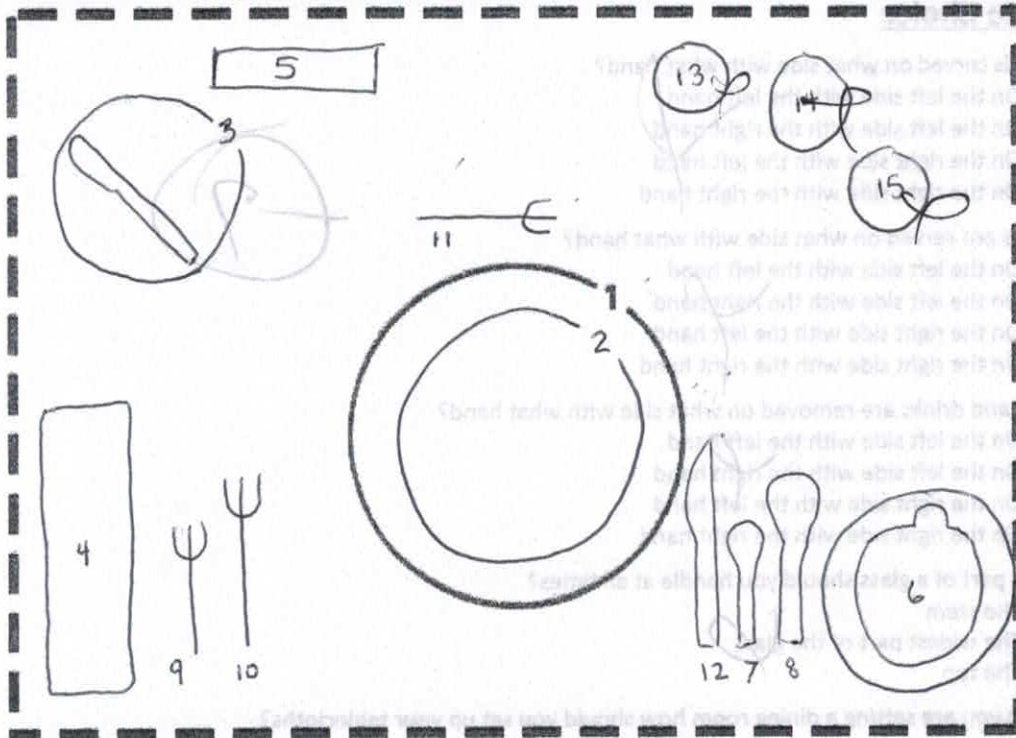
B Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)C Used to hold a large tray on the dining floorD Area for dirty dishware and glassesE Large metal shelving unit for prepared food to be held or for dirty trays to be storedF Used to open bottles of wineG Style of dining in which the courses come out one at a time



Name MANUEL HERNANDEZ

**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 one inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar and honey
- Synchronized service is when: the food is served to everyone at the same time
- What is generally indicated on the name placard other than the name? what plate they've chosen
- The Protein on a plate is typically served at what hour on the clock? 8pm
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
go get him/her the plate requested