

# Alicia Watley

T: (901)550-1975 E: aliciawatley@gmail.com

## Objective

Impeccable fine dining food and wait service candidate, dedicated to providing pleasurable dining experience with natural poise and a friendly demeanor

## Experience

Server-Blue Door Kitchen & Garden, Chicago,IL

August 2016-June 2017

- Ensured outstanding fine dining experiences for guests
- Communicated guests additional meal requirements and special requests to chefs
- Ensured the quality of food served and anticipated guests needs
- Offered exceptional knowledge about food and beverages provided
- Maintained a clean work station and completed side work in a timely manner

Hostess-Blackbird, Chicago, IL

June 2014-September 2016

- Scheduled dining reservations, arranged events and special services for dining guests
- Coordinated seating arrangements according to reservation time to ensure prompt and courteous service to guests
- Assisted Manager with administrative, event planning and daily operational responsibilities

Hostess/Server Assistant- Table-Fifty-two, Chicago, IL

March 2011- November 2014

- Scheduled dining reservations, arranged events and special services for dining guests
- Assisted lead server with providing an excellent dining experience to each and every guest
- Coordinated seating arrangements according to reservation time to ensure prompt and courteous service to guests
- Assisted Manager with administrative, event planning and daily operational responsibilities

## Skills

BASSETT alcohol certified, Wine and spirits knowledge, Open Table and Aloha system proficient, Microsoft Office, able to handle all financial transactions accurately, able to lift and carry large amounts of food safely and securely

# Alicia Watley

1 (921) 550 1978 E. alicia.watley@gmail.com

Irresistible fine dining food and well service candidate. Dedicated to providing pleasurable dining experience with natural grace and a friendly demeanor.

## Objective

## Experience

Server-Bus Door Kitchen & Garden, Chicago, IL August 2018-June 2019

- Maintained a clean work station and completed side work in a timely manner
- Offered exceptional knowledge about food and beverages provided
- Ensured the quality of food service and anticipated guests needs
- Communicated guests additional meal requirements and special requests to chefs
- Earned outstanding fine dining experience for guests

Hostess-Blackbird, Chicago, IL June 2014-September 2018

- Assisted Manager with administrative, event planning and daily operational responsibilities
- Coordinated seating arrangements according to reservation time to ensure prompt and courteous service to guests
- Scheduled dining reservations, arranged events and special services for dining guests

Hostess-Server Assistant-Table-Fifty-two, Chicago, IL March 2011-November 2014

- Assisted Manager with administrative, event planning and daily operational responsibilities
- Coordinated seating arrangements according to reservation time to ensure prompt and courteous service to guests
- Assisted lead server with providing an excellent dining experience to each and every guest
- Scheduled dining reservations, arranged events and special services for dining guests

BABSETT Global certified. Wine and spirits knowledge. Open Table and Aloha system proficient. Master food service to handle all financial transactions accurately. Able to lift and carry large amounts of food safely and securely.

## Skills

**Multiple Choice**

- d 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
- 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
- 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**

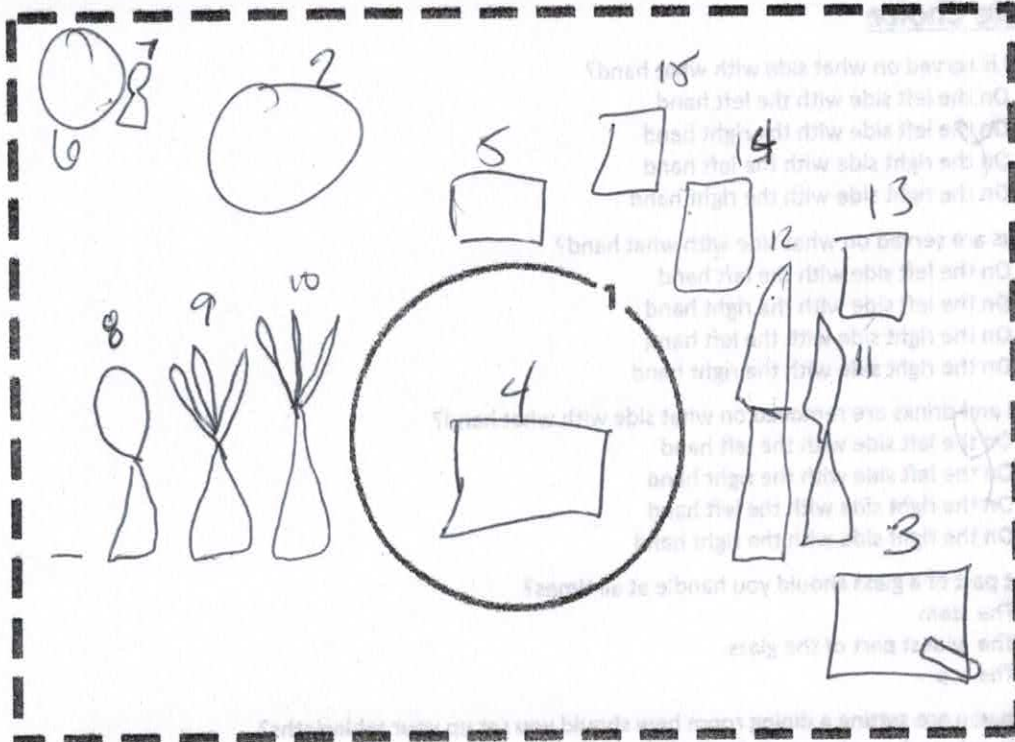
- |                          |   |
|--------------------------|---|
| <u>D</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</u> Queen Mary      | B. Style of service where food is prepared or served individually at the dinner table to fit 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 \_\_\_\_\_

# 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 2 1/2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream & sugar
- Synchronized service is when: Lead & server assistant work together
- What is generally indicated on the name placard other than the name? table placement number
- The Protein on a plate is typically served at what hour on the clock? No clock hour
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

notifying chef