

Gregory Osbourne

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Server

Professional Profile

Energetic and highly motivated Server with extensive experience in the food service industry.

Expertise lies in working with the fine-dining restaurant, providing top-quality service, and maintaining a professional demeanor. Solid knowledge of the restaurant business, with strengths in excellent customer service, and wine & food pairing recommendations.

Get along well with management, coworkers, and customers. Well-developed communication skills. Known as a caring and intuitive "people person," with an upbeat and positive attitude. Highly flexible, honest and punctual, with the ability to stay calm and focused in stressful situations. Committed to a job well done and a long-term career.

Outstanding Achievements and Recommendations

- History of repeat and new customers requesting my service.
- Known for creating an atmosphere of enjoyment and pleasure for the customer.
- Served notable VIP clientele, including politicians and celebrities.
- Current California Food Handler Certificate

*"...Greg was warm, friendly, kind and efficient.
We didn't feel rushed. He handled our request, and
we appreciated his genuine 'May I please you' attitude..."*

Related Work History

Server ◦ Whitmarsh Valley Country Club ◦ Lafayette Hill, PA ◦ March 2015 – July 2017
Exclusive club catering to their members and guests for fine-dining and hosted parties.

Server ◦ Heirloom ◦ Philadelphia, PA ◦ June 2014 – February 2015
Upscale, BYOB, Fine American Cookery featuring fresh, local farms ingredients.

Server ◦ Taino Smokehouse ◦ Middletown, CT ◦ April 2013 – September 2014
Casual, fresh food, high volume, family-oriented restaurant.

Server ◦ Comida Mercado Fresco ◦ Brooklyn, NY ◦ March 2011 – May 2012
Fine-dining, high volume, authentic Mexican restaurant.

Server/Bartender ◦ Hill Café ◦ Brooklyn, NY ◦ August 2009 – February 2011
Fine-dining, French/ Pan-African fusion restaurant.

Server ◦ Wasabi Chi ◦ South Norwalk, CT ◦ March 2008 – August 2009
Upscale, high volume, Japanese Sushi Bar and restaurant.

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
- 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
- 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

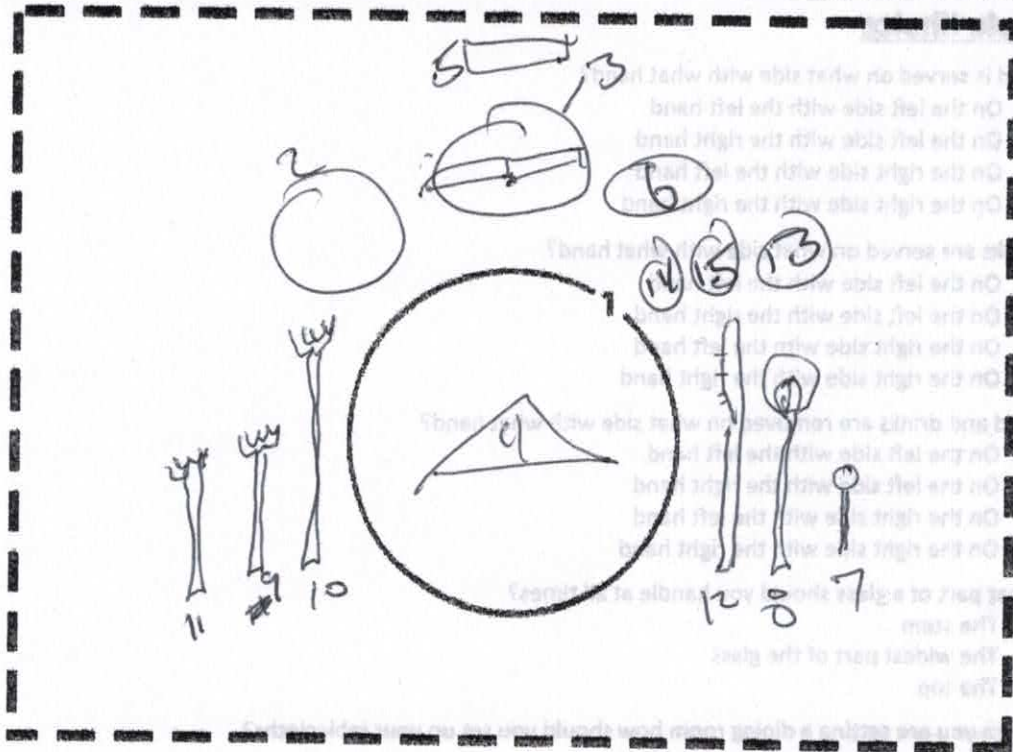
- | | |
|----------------------------------|---|
| <u>D</u> Scullery | <input checked="" type="checkbox"/> A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> A Queen Mary | <input checked="" type="checkbox"/> B. Style of service where food is prepared or served 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>B</u> French Passing | <input checked="" type="checkbox"/> D. Area for dirty dishware and glasses |
| <u>G</u> Russian Service | <input checked="" 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

Gregory Osborne

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 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream, sugar, lemon
- Synchronized service is when: Staff works together to deliver the course to the entire table at once
- What is generally indicated on the name placard other than the name? _____
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
ask if it's a dietary restriction or an allergy.