

ROSS HOWARD

CONTACT

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EDUCATION

SOUTHERN CRESCENT
TECHNICAL COLLEGE

Associates Degree in Web
Design and Web
Development

Graduated May 2012

SKILLS

Excellent with computer software
and hardware (Microsoft Office-
Word, Excel, Access, PowerPoint).

Knowledge of industry computer
systems (Aloha, Squirrel,
Hotsauce, Ponzi, Alpha, Micros).

Maintain a clean and friendly
appearance and a positive
attitude in the workplace.

DINING EXPERIENCE

BARTENDER/SERVER / **Drago Ristorante**

(Jan 2017 – Nov 2017)

Create upscale Italian dining experience with wine and food pairings. Extensive knowledge of wines from around the world and high quality farm/ sea to table menu selections. Excellent talking skills and anticipation of guests needs. Professional appearance and POS proficient.

SERVER / **BEL AIR BAR & GRILL**

(JULY 2016 – FEB 2017)

Provide guests with farm to table food options and make hand selected recommendations for upscale clientele. Maintain clean and professional appearance. Ensure all guest's needs are met and build lasting relationships with guests for return business.

BARTENDER / **SOHO HOUSE MALIBU**

(MAY 2016 – OCT 2016)

Provide positive and unobtrusive ambiance for creative clientele. Prepare hand crafted cocktails for service staff and bar guests. Build Relationships with guest and ensure they're satisfied with every request when needed. Spiel Menu items when appropriate, and offer refreshing cocktail and wine pairings for different courses.

LEAD SERVER / **LE BILBOQUET**

(Jan 2014 – April 2016)

Service clientele with array of French cuisine and cocktails. Spiel bar and table guests with lunch and dinner specials with emphasis on a sea/farm to table program with locally sourced ingredients. Keep a professional appearance and suggestively upsell wine and craft cocktails.

*** ServSafe® Food Handler Certified**

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
- 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

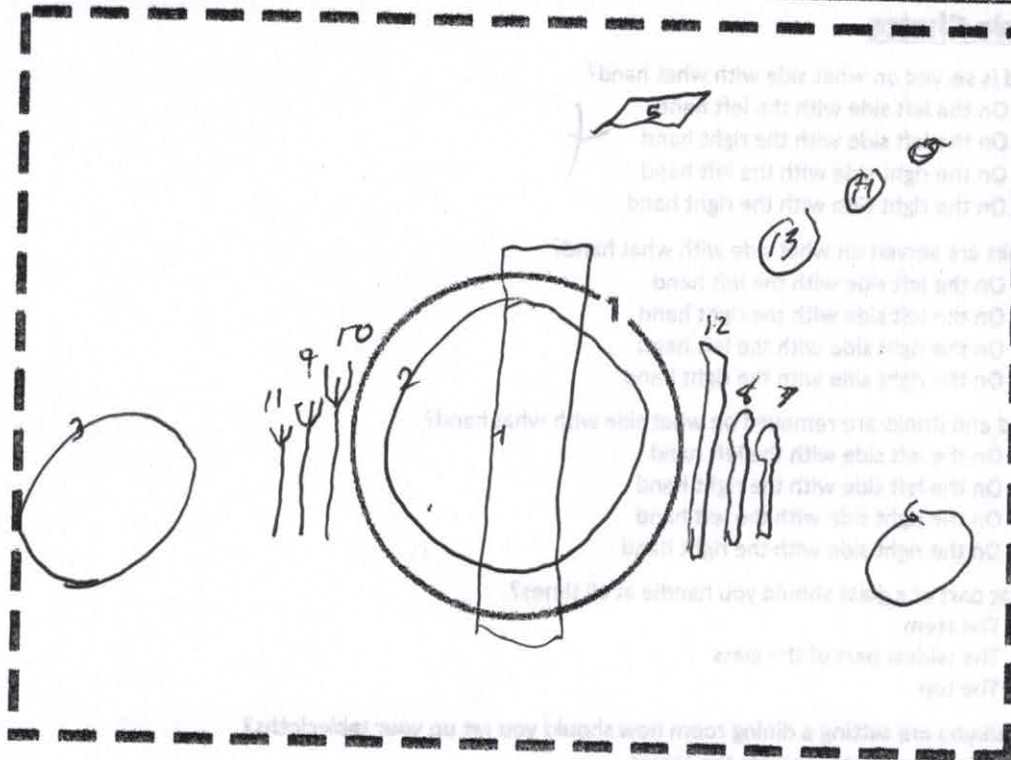
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>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 Ross Howard

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? sugar & spoons
- Synchronized service is when: every one drops & picks up at same time
- What is generally indicated on the name placard other than the name? number of the table
- The Protein on a plate is typically served at what hour on the clock? 24
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
write it down & inform a manager & the chef