

Machante Brown

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WAITER

Record of delivering timely and courteous food service.

Summary: Friendly and customer service-oriented Waitress with 5 years' firsthand experience in food service and hospitality industry. Highly skilled in guest interaction, menu and food presentation and mixing and serving of beverages as per request. Proven record of enhancing customer satisfaction and overall patrons' ratio by demonstration of high quality hospitality etiquette.

CORE COMPETENCIES

– Menu Presentation	– Order Synchronization	– Food Service
– Table Setting	– Table Clearing	– Side Work
– Beverage Preparation	– Guest Reception	– POS Handling
– Bill Processing	– Station Set-up	– Special Items Promotion

PROFESSIONAL EXPERIENCE

Chartwell Catering, San Francisco, CA
Waiter | 8/2013 to 4/2017

- Explain various dishes on the menu to patrons and make recommendations
- Take orders and relayed the same to kitchen staff
- Ensure simultaneous preparation of all orders for a single table and serve in professional manner
- Calculate meal costs and add taxes for final bill calculation

Chipotle, San Francisco, CA
Food Runner/Server | 6/ 2011 to 7/2013

- Greeted guests, took orders and served the same
- Cleared tables and set them before and after the guests left
- Assisted in kitchen when needed
- Prepared and mixed beverages as required

EDUCATION

OASIS HIGH SCHOOL, Oakland, CA– 2009
High School Diploma

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

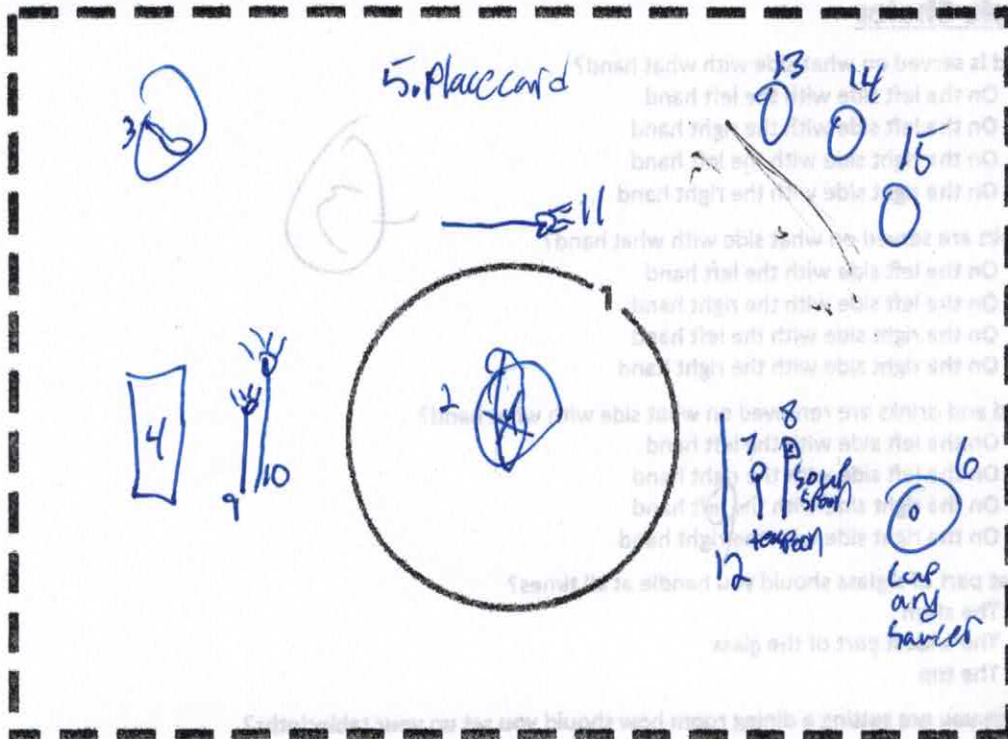
- | | |
|--------------------------|--|
| <u>D</u> Scullery | <input checked="" type="checkbox"/> X Metal buffet device used to keep food warm by heating it over warmed water |
| <u>F</u> Queen Mary | <input checked="" type="checkbox"/> X Style of service where food is prepared or served individually 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 type="checkbox"/> C. Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | <input checked="" type="checkbox"/> X Area for dirty dishware and glasses |
| <u>G</u> Russian Service | <input 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"/> X Used to open bottles of wine |
| <u>L</u> Tray Jack | <input checked="" type="checkbox"/> X Style of dining in which the courses come out one at a time |

Name David Anderson

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 30cm or 12 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? milk and sugar
- Synchronized service is when: this is a very elegant style used for small parties
- What is generally indicated on the name placard other than the name? what the guest is having to eat
- The Protein on a plate is typically served at what hour on the clock? 3 o'clock to 9 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? write GF or V on their Place card and notify the Kitchen.