

# Jeffrey Girouard

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## APPLICABLE EXPERIENCE

**Hotel Californian** Santa Barbara, California July 2017 - November 2017

### **Food and Beverage Supervisor**

- Part of the pre-opening leadership team-- We have built this operation from the ground up
- Responsible for leading the pre-opening training of the hotel's 50 person Food and Beverage FOH staff, including: scheduling training modules and creating all needed materials
- Currently overseeing the opening and day-to-day operations of our all-day cafe, GOAT TREE
  - Created, tested and am now fine-tuning all systems and SOPs for service
  - Responsible for creating weekly schedules for our 20 person FOH staff
  - Supervise cash handling and POS operations during service
  - Developed a very positive environment not only for our team, but most importantly for the guest

**Somerset Restaurant** Santa Barbara, California November 2016 - July 2017

### **Server**

- Helped open a new restaurant and develop systems for service
- Ensured that kitchen orders were prepared accurately and in a timely manner
- Served as liaison between guests, FOH and BOH

**Mastro's Steakhouse** Thousand Oaks, California September 2009 - January 2015

### **Server**

- Worked and communicated with a team in a fast paced, high volume environment--an average of 300 covers per service
- Anticipated the needs of the guest
- Prepared dining room for service
- Passed the *Introductory Sommelier Course and Exam*

## EDUCATION

**UC Santa Barbara** Santa Barbara, California March 2009  
*BA in Communication with a Minor in English*

## PERSONAL AND PROFESSIONAL REFERENCES

<b>Peter Kuser</b> , <i>The Bon Appétit Management Company</i>	(415) 240-3747
<b>Megan Hewitt</b> , Former F&B Supervisor for the Hotel Californian	(805) 450-6566
<b>Irene Robles</b> , Executive Administrator for the Hotel Californian	(805) 637-5369
<b>Shaun Prevatt</b> , GM of <i>Mastro's- Thousand Oaks</i>	(818) 321-0478



**Multiple Choice**

100%

- 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> 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  |

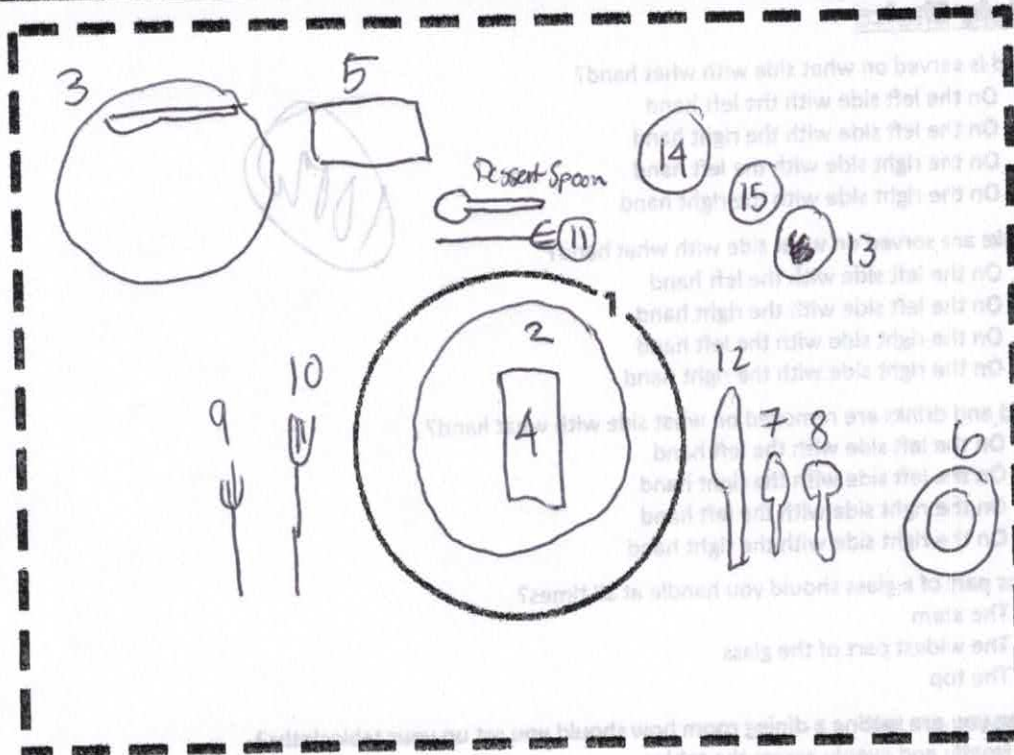


Name

Jeffrey Girouard

## 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 1/2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar milk/cream
- Synchronized service is when: food/plates are dropped a single take at once
- What is generally indicated on the name placard other than the name? table number
- 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?  
communicate w/ manager/chef