

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

Peter Kuser, *The Bon Appétit Management Company*

(415) 240-3747

Megan Hewitt, Former F&B Supervisor for the Hotel Californian

(805) 450-6566

Irene Robles, Executive Administrator for the Hotel Californian

(805) 637-5369

Shaun Prevatt, GM of *Mastro's*- Thousand Oaks

(818) 321-0478

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 dinning 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

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E 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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

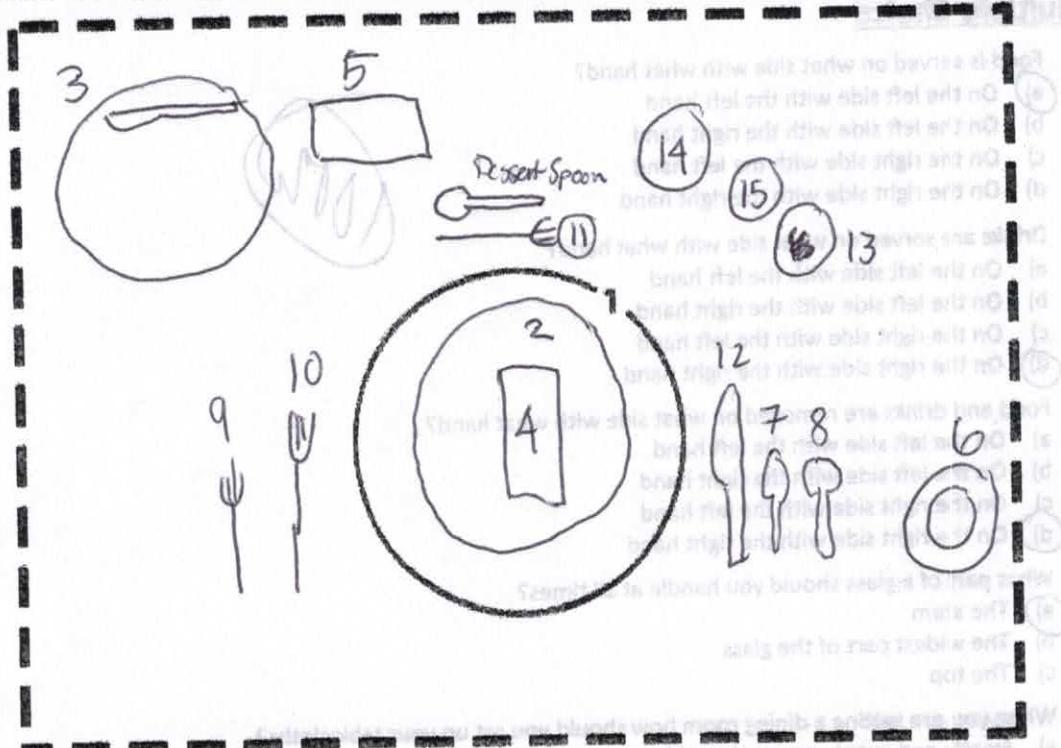
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

C Tray Jack

G. Style of dining in which the courses come out one at a time



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

1. The utensils are placed 1 1/2 " inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? sugar milky/cream.
3. Synchronized service is when: Food/cover plates are dropped a single table at once.
4. What is generally indicated on the name placard other than the name? table number.
5. The Protein on a plate is typically served at what hour on the clock? 6.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
communicate w/ manager/chef.