

14405 Cerise ave #27
Hawthorne Ca 90250
(323) 404-5887
Mekonnenalenatan@gmail.com

Alenatan Mekonnen

Objective: To obtain a position that will utilize my skills and experience to achieve personal growth while achieving the goals of the company.

Summary: Motivated, focused employee with skills and experience in developing good will with business partners, with patrons, superiors, and peers. Possess the skills to create work teams and to collaborate with existing teams to achieve set goals and objectives. Have the skills to resolve conflicts objectively, while maintaining mutual respect within a team. Have the ability to multi-task and delegate work to meet short-term and long-term schedules. Have the ability to adapt to changes and possess effective oral and written communication skills.

Work Experiences:

2007 - 2015

TGIF, Los Angeles, CA:

2007 – 2011

Lead Waitress:

Supervise the work of cocktail and food service employees. Work with shift manager to create employees work schedules. Coach and provide support to new and veteran employees in the collaborative methods of conflict resolution and the effective techniques of managing and resolving clients and patrons complaints.

Major Accomplishments:

- Improved employee morals, which reduced employee turn-over rate by over thirty percent in two years compared to the same period in prior years.
- Significantly reduced daily cash transaction imbalances resulting in better customer service and improved net profit. Received manager's commendations for the endeavor.

DirecTV

2010 – 2011

- Handling of clients' personal information.
- Checked to see if Clients are happy and satisfied with their service
- Signed up new customers for service

Yard house, Los Angeles, CA

2011 – 2012

Waitress:

Palm grove Ethiopian Restaurant, Los Angeles , CA

2012 - 2015

Cheesecake Factory, Marina del rey, CA

2016 - Present

RELEVANT SKILLS

- Proficient in internet-based research and Microsoft Office, including Word, PowerPoint
- Able to multi-task and remain professional even under pressure and in fast-paced environments
- Capable of performing well with little or no supervision
- Amiable, dependable, honest, organized and self-motivated character
- Eager to learn and build upon current knowledge and experience
- Years of customer service and sales experience
- Expert at answering high-volume calls
- Willing to teach co-workers for the betterment and progress of the company

REFERENCES AVAILABLE UPON REQUEST

此之謂也。故曰：「知者不惑，仁者不憂，勇者不懼。」

此三者，非但爲人君之務，亦爲人臣之務也。

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Multiple Choice

b 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

a 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 VocabularyD 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

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

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

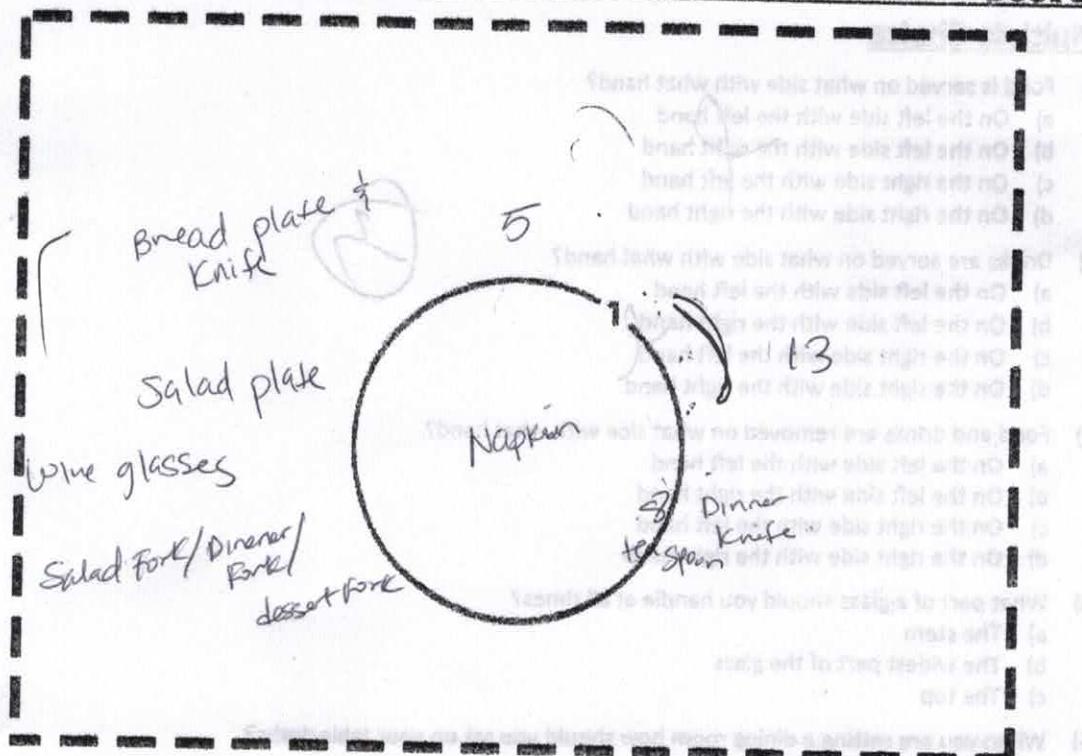
F Corkscrew

F. Used to open bottles of wine

C Tray Jack

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

STUDY GUIDE 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

1. The utensils are placed 1/2 to 3" inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? sugar and cream

3. Synchronized service is when: taking things off table that is no longer needed

4. What is generally indicated on the name placard other than the name? position

5. The Protein on a plate is typically served at what hour on the clock? 30 mins in

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

let the kitchen know