

# Anjelica Padilla

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Burbank CA 91506  
(818) 568-2489  
[Anjelicapadilla21@yahoo.com](mailto:Anjelicapadilla21@yahoo.com)

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## **OBJECTIVE & SUMMARY:**

Through the City Of Burbank I started working at the age of fifteen. Since then I have been privileged with many efficient and diverse job opportunities. I have always been a determined and proficient ethical worker and will continue to do so. I am searching for a position to utilize my skills as a consumer friendly, reliable and reasonable worker in an organized, positive working environment!

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## **KEY QUALIFICATIONS**

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- Outgoing, positive and fun personality
- Attentive and customer service focused
- Outstanding communication skills
- Possess a fantastic memory and excellent listening skills, resulting in highly accurate consumer fulfillment
- Intermediate computer and technology skills, including POS Systems, Excel, Word Press, Microsoft Word, PDF Files, Powerpoint, Outlook Office, CRM systems, Micro Systems, touch type abilities
- Extensive knowledge of sales and consumer desires
- Elevated guest satisfaction by investigating and resolving complaints
- Superb ability to relate with and make all types of consumers' satisfied
- Detail oriented with a talent for organization
- Ability to create a positive, entertaining customer experience

## **EXPERIENCE**

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### **Server, December 2016 – February 2016**

SAMBA Brazilian Steakhouse, Universal City, CA

#### **Duties:**

- Greet customers with enthusiasm and warm smiles within 30 seconds
- Inform guest about drink specials with suggestions and personal favorites
- Memorize any upsells
- Take customer orders, note their seat position
- POS System
- Assure all patrons are enjoying their dining experience
- Provide great customer service to build/sustain regular customers

### **Server, February 2015 – November 2016**

Corner Bistro Cafe, Glendale, CA

#### **Duties:**

- Greet customers leading them to their table
- Answer customer menu questions
- Run food
- Present drink names such as ice tea, flavored drinks etc. rather than "can I start you off with a drink?"
- Present the food and wine menu with suggestions and personal favorites
- POS System



- Offer any upsells
- Ensure each customer is treated with respect and leaves with a positive feedback

**Server, May 2014 – December 2014**

Market City Cafe, Burbank, CA

**Duties:**

- Greet customers leading them to their table
- Run food
- Great tables with bread sticks and plates
- Explain daily specials with details
- Present the food and wine specials for lunch and dinner
- Answer questions or offer suggestions and personal favorites
- POS System
- Offer any upsells
- Get card members
- Build relationships for regulars; remember names

**Server, December 2013- July 2014**

California Pizza Kitchen, Encino, CA

**Duties:**

- Greet customers with enthusiasm and warm smiles within 30 seconds
- Present the food and wine menu with suggestions and personal favorites
- Point out any promotions or specials
- Answer customer menu questions
- Memorize any upsells, allergy menu and specific tasteful ingredients to shine light to
- Take customer orders, note their seat position
- POS System
- Serve all entree orders to the table at once
- Make sure their experience was great and fun
- Provide great customer service to build/sustain regular customers

**INTERNET MARKETING OFFICE MANAGER, December 2011- December 2013**

Elite Marketing Solutions, Toluca Terrance, CA

**Duties:**

- Open/close and manage office Monday- Friday
- Created new web content, blog postings to company website, Press Release submissions
- Google analytics
- B2B Experience
- Respond to all customer inquiries, including phone calls, emails and online leads
- Manage database including, all current clients, potential clients, expired clients
- Kept track and created invoices and receipts
- Answer phone calls and transfer calls
- Settled credit card payments or any issues dealing with collections
- Created excel spreadsheets for organization purposes
- Held and coordinated periodic meetings with employees
- Human resource duties including reviewing resumes, scheduling interviews, many times did the interviews
- Filing, maintain records

**SERVER, December 2011-March 2012**

Café O, Hookah Bar, Burbank, Ca

**Duties:**



- Welcome eat seated table (my section or not)
- Recommend alcoholic menus
- Offer hookah platinum's and premiums
- Take any food/hookah flavor order
- Thanked each and every customer
- Kept conversations friendly but to a minimum in order to be attentive to *all* my tables

**HOST /WAITRESS, September 2011-Feburary 2011**Chevys, Fresh Mix Restaurant, Burbank, CA**Duties:**

- Welcome customers in a friendly, sincere manner
- Offer the happy hour section when applicable
- Walk with guest to their table
- Introduce new items added to the menu
- Answer phone calls handle to go orders
- Enter orders into the POS/MICROS system
- Check section for shift

**HOST/WAITRESS, December 2009-August 2012**Bobs Big Boy, Sun Valley, CA**Duties:**

- Greet customers leading them to their table
- Cashier, handle money orders
- Present the food and wine menu
- Answer customer menu questions
- Take customer orders, note their seat position
- Memorize soup selection for the day
- Enter Orders into the POS System
- Serve all entree orders to the table at once
- Ensure all patrons are enjoying their dining experience
- Provide great customer service to build/sustain regular customers

**HOST/CASHIER/FOOD HANDLER, March 2009-November 2010**Sharkys, Wood Fired Grill & Restaurant, Burbank, CA/Toluca Lake, CA**Duties:**

- Welcome customers into the restaurant
- Take orders, answer any questions
- Cashier responsibilities
- Commit to memory food ingredients and prices
- Gracefully and carefully take food matching the correct ticket to the correct table
- Offer any other necessities needed
- Thank clients for their service

**EDUCATION**

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**High School Graduate**, John Burroughs High School, Burbank, CA, 2010 GPA (3.2)**College**, Glendale Community College, Glendale, CA, Spring 2012-Present

- Business Entrepreneurship class
- Real Estate : Property Management, Principles, Practice, Economy

**REFERENCES**

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Julio German 818-983-4594 Previous Manager at Sharkys | Jerry 805-8141571 Market City Café Manger | Aris 818-281-2959 Corner Bistro Café Owner



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 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

A Scullery X

B Queen Mary X

C Chaffing Dish X

D French Passing

E Russian Service

F Corkscrew

G Tray Jack

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

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)

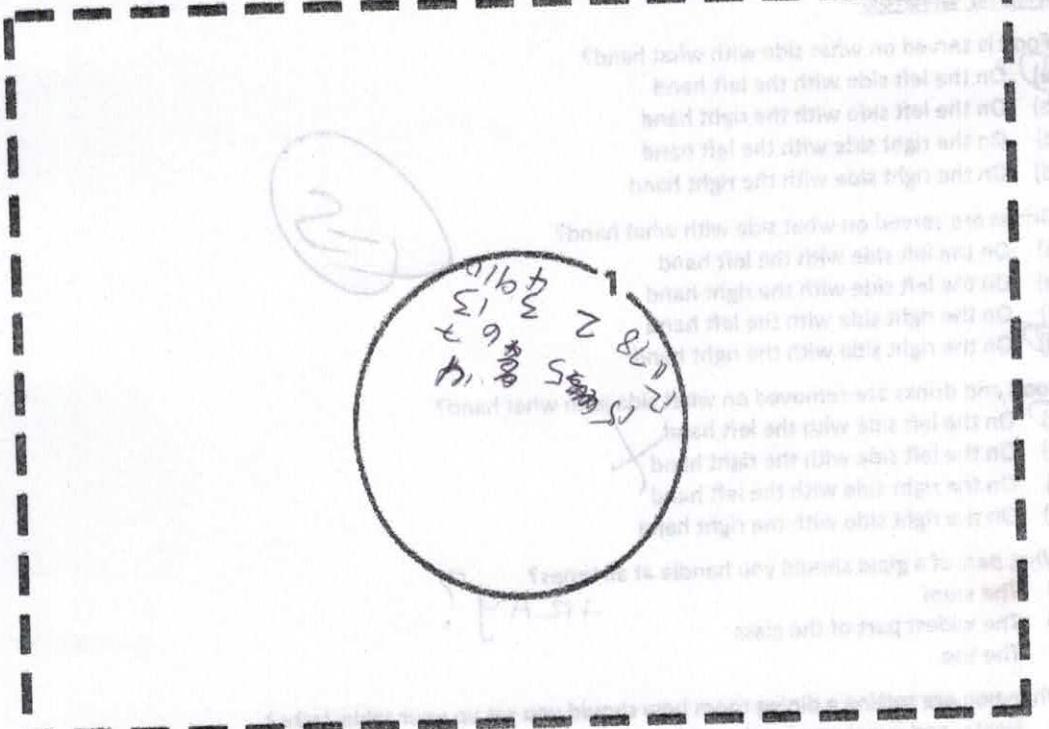
C Used to hold a large tray on the dining floor

D Area for dirty dishware and glasses

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

F Used to open bottles of wine

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 me! ☺ inch(es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? SUGAR SPOON PLATE

3. Synchronized service is when: ORDER OF OPERATIONS

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

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?  
ask for any allergies - tell expo