



# KRN

## KIRSTEN RILEY NEAL

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SERVER/BARTENDER/HOST | LOS ANGELES, CA

### OBJECTIVE

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To contribute to a positive workplace while financially supporting my passion for entertainment.

### SKILLS

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Engaging with customers, operating a register, serving food and drinks, suggestive sales, diffusing conflict, efficiently working in a fast-paced environment.

### REFERENCES

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**ALANNA HERBERT**  
General Manager of  
Coffee Source  
650-270-3444

**TAYLOR RAGAN**  
Bar Manager of District Pub  
901-461-0685

### EXPERIENCE

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**BARISTA/ASSISTANT MANAGER • COFFEE SOURCE • MARCH 2016-PRESENT**

Running the register while communicating with customers, re-stocking supplies, operating and maintaining an espresso machine, all while sustaining a grounded and confident work-environment.

**BARTENDER/SERVER • DISTRICT PUB • FEBRUARY 2017-OCTOBER 2017**

Continuously versed on new craft beers as they came in weekly, serving food, beer, and wine, bringing a vibrant attitude to a busy and popular bar.

### EDUCATION

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**CHATTANOOGA STATE COMMUNITY COLLEGE • PART-TIME STUDENT • 2015**

Maintained an average of 3.6 GPA in academics and the arts while working part-time and participating in local theatre. Left to move to California to pursue my goals.

**COLUMBIA COLLEGE CHICAGO • FULL-TIME STUDENT • 2014-2015**

Pursued musical theatre and general education to receive a BFA-left early to begin saving for my move to California.

**CHATTANOOGA CENTER FOR CREATIVE ARTS • FULL-TIME STUDENT • 2007-2014**

Developed an appreciation for hard-work and a love for the arts while excelling in the academics in an award-winning school in the southeast. Graduated with honors in the top tier of my class.



**Multiple Choice**

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

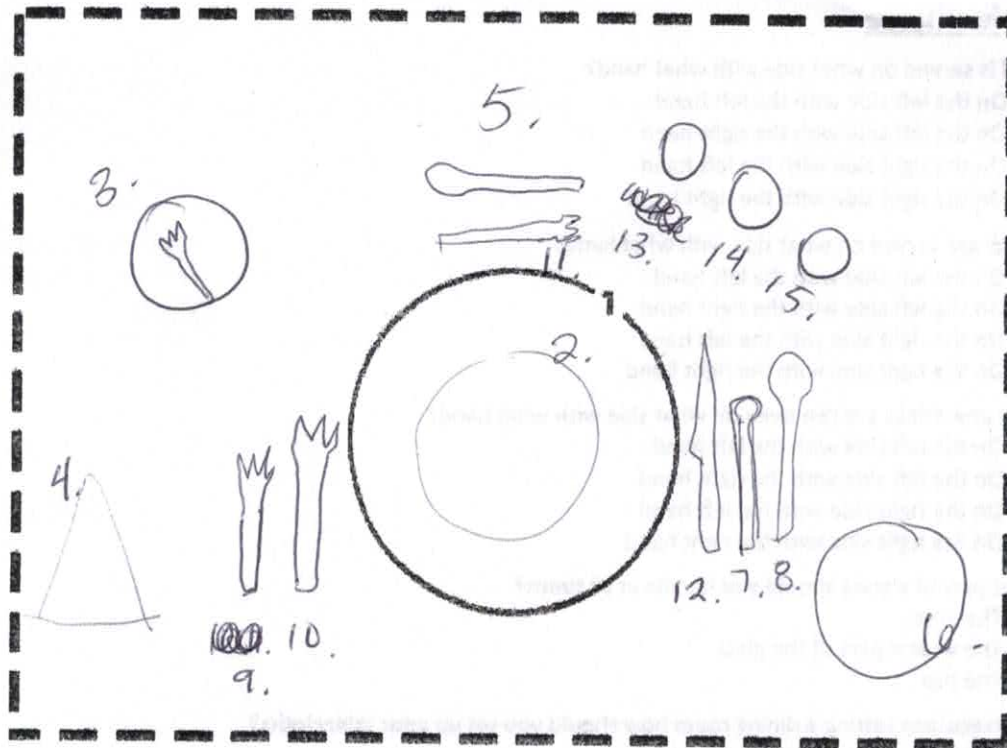


Name

Kirsten Neal

## 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 two inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream and sugar/spoons
- Synchronized service is when: multiple servers at one table
- What is generally indicated on the name placard other than the name? Place of Business
- The Protein on a plate is typically served at what hour on the clock? 3:00 PM - 4:00 PM
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Notify the chef