

DECHEN GARZA

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EXPERIENCE

Buffalo & Erie County Public Library , Buffalo, NY: Senior Page Assisted patrons with computer, copier, scanning and internet applications Proficient in Microsoft Office, EnvisionWare, RFID and SirsiDynix Symphony Workflow	06/13-10/17
Parkview Health Services , Tonawanda, NY: Pharmacy Technician Equipped in IPS software program Filled prescriptions for homes and readied it for delivery	03/16-10/17
Kenmore Family Medicine , Kenmore, NY: Scribe Documented doctor's notes on Soapware and electronically ordered prescriptions Mailed lab work and doctors' reports to referred providers via Updox	08/12-05/13
Erie County Chiropractic , Buffalo, New York: Chiropractic Assistant Prepared Arbitration documents to lawyers and providers & assisted Chiropractors Updated patients billing, medical reports & correspondence	03/11-03/12
Matrimonial Mediation Center , Williamsville, New York: Paralegal Composed separation agreements, divorce documents & property deeds Corresponded with clients, court clerks, attorneys and judges	06/10-12/10
Morris Goldstein Law Firm , Toronto, Ontario: Legal Assistant Communicated with lawyers, clients and real estate agents Drafted wills, power of attorney and statutory declarations	10/09-12/09
Franklin Street Café , Buffalo, New York: Assistant Manager Served as a liaison between patrons and the owner Organized the opening and closing of the establishment	05/07- 01/08
Hyatt Regency , Buffalo, New York: Hostess E.B Green's Steakhouse & Harriet's Restaurant Handled reservations, greeted customers, and routed multi-line phone calls Trained new hires	04/03-08/07
Snyder Corp. , Buffalo, New York: Receptionist/Secretary Generated weekly and monthly reports and maintained inventory records Submitted shipments to accounts payable and operated multi-line phone calls	03/07-05/07
Young Asia Television , Colombo, Sri Lanka: Host/Producer Hosted for Space to Let, Nature Calls & ESCAP for European Social Commission Produced mini-length documentaries for Space to Let and YA*Tribe	09/95-04/01

EDUCATION

State University of New York College at Buffalo, graduated <i>cum laude</i> Bachelor of Arts in Theatre, G.P.A 3.50, Dean's Honors List	05/08
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VOLUNTEER EXPERIENCE

Friends of The City of Buffalo Animal Shelter , New York	01/14-10/17
Project Life , American Red Cross, Buffalo, New York	08/06-12/08

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
- 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

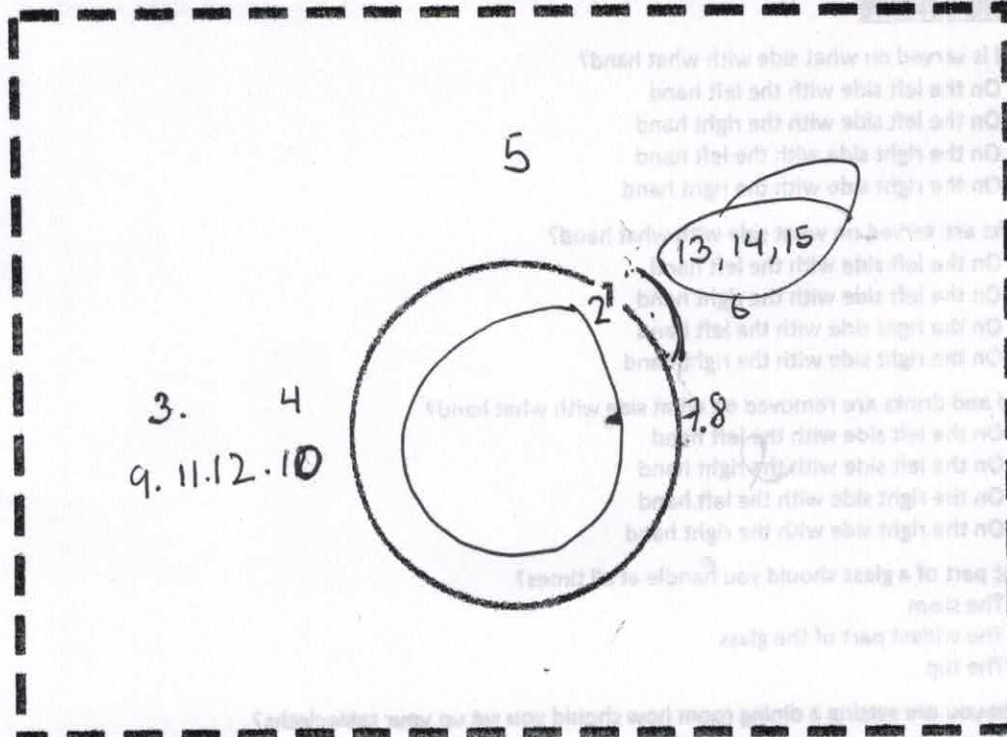
- | | |
|--------------------------|---|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>G</u> French Passing | D. Area for dirty dishware and glasses |
| <u>B</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F. Used to open bottles of wine |
| <u>C</u> Tray Jack | G. Style of dining in which the courses come out one at a time |

Name

DELHEN GARZA

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 5 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? MILK/CREME, SUGAR
- Synchronized service is when: ALL SERVERS SERVE EACH FOOD/AT THE SAME TIME.
- What is generally indicated on the name placard other than the name? COMPANY NAME
- The Protein on a plate is typically served at what hour on the clock? 6 PM
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
LET THE EXPEDITER KNOW