

Angel Benavidez

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OBJECTIVE

To build upon my customer service experience in a fast-paced, demanding environment directly related to the public

EXPERIENCE

Server/ Cocktail Server, Rosa Mexicano, L.A. Live, Los Angeles, Ca. — 04/2017- 12/2017

- Provide guests with extensive drink knowledge and our different types of authentic Mexican dishes.
- Cater events/ private parties with set menus and drinks a-la-carte of up to 100 people
- Serve in fast-paced situations during events (Sports games/ conventions/ concerts)

Server, Din Tai Fung; The Americana at Brand, Glendale Ca. — 04/2015- 06/2017

- Aid guests in understanding our concept of authentic Taiwanese dining and the Michelin starred foods we provide
- Take food orders with strong knowledge of menu and allergy options
- Ensure guest satisfaction by keeping up with the high volume of customers while maintaining restaurant's appearance

Server, Saddle Ranch Chop House; Universal City Walk, Los Angeles, Ca. — 01/2013- 04/2015

- Inform guests of our most popular menu items while catering to all different needs/ tastes
- Obtain and keep regular guests by building professional relationships and always providing the best service possible
- Generate over \$2K-\$3K in food/ alcohol revenue on a nightly basis

Server, Buca Di Beppo; Universal City Walk, Los Angeles Ca. — 06/2011-02/2013

- Began as Host; moved up to Server Assistant, then Server
- Provide excellent guest experience while completing tasks and helping co-workers
- Cater events and banquets upwards of 200 guests
- Exceed sales goals by suggestive selling and going above and beyond to ensure guest delight
- Maintain appearance of the dining room including cleaning and closing the restaurant

Sales Associate, Zara; The Grove, Los Angeles, Ca. — 10/2010-06/2011

- Aid guests with clothing options and stylists with studio pulls
- Operated Cash register
- Worked shipments days; priced and placed clothing on sales floor

EDUCATION

San Francisco State University — 2007-2010

LANGUAGES

Fluent in English and Spanish

Angel Benavides

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OBJECTIVE

To find a job with a customer service position in a fast-paced, demanding environment directly related to the public.

EXPERIENCE

- Services Customer Support with extensive travel knowledge and on different types of companies Mexican.
- Provides basic with extensive travel knowledge and different types of companies Mexican.
- Good customer service with set hours and drives a lot to 100 people.
- Good in fast-paced situations during events (Shows, Promotional, conventions, contests).

Señor, Dña Tia Linda; The American in Brazil, Goldenes Cr. — 042012-062013

- Aid guests in understanding our country of origin.
- Large food outlet with strong knowledge of menu and specialty options.
- Provide basic assistance by receiving the right volume of customers while maintaining a professional, approachable

Señor, Señor Rudeo Cop House; Universal City Walk, Los Angeles, Cr. — 012013-062012

- Large guests of our most popular menu items while catering to all different types.
- Optimal and fast delivery based on providing professional assistance and always providing the best service possible.
- Generate over \$25K-\$3K in food, liquor revenue on a weekly basis.

Señor, Dña Dña; Universal City Walk, Los Angeles, Cr. — 062011-052013

- Beaten as host; worked as to Señor Assistant floor service.
- Provide excellent guest assistance while combining tasks and helping co-workers.
- Clean areas and maintain standards of 200 guests.
- Exceed sales goals by subjective selling and going above and beyond to ensure guest delivery.
- Maintain appearance of the dining room including cleaning and organizing the community.

Señor, Dña; The Grove, Los Angeles, Cr. — 102010-062011

- Aid guests with ordering options and assist with studio tour.
- Outstanding guest register.
- Worked with various departments and helped coordinate on sales floor.

EDUCATION

San Francisco State University — 2003-2010

LANGUAGES
Fluent in English and Spanish

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

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 Vocabulary

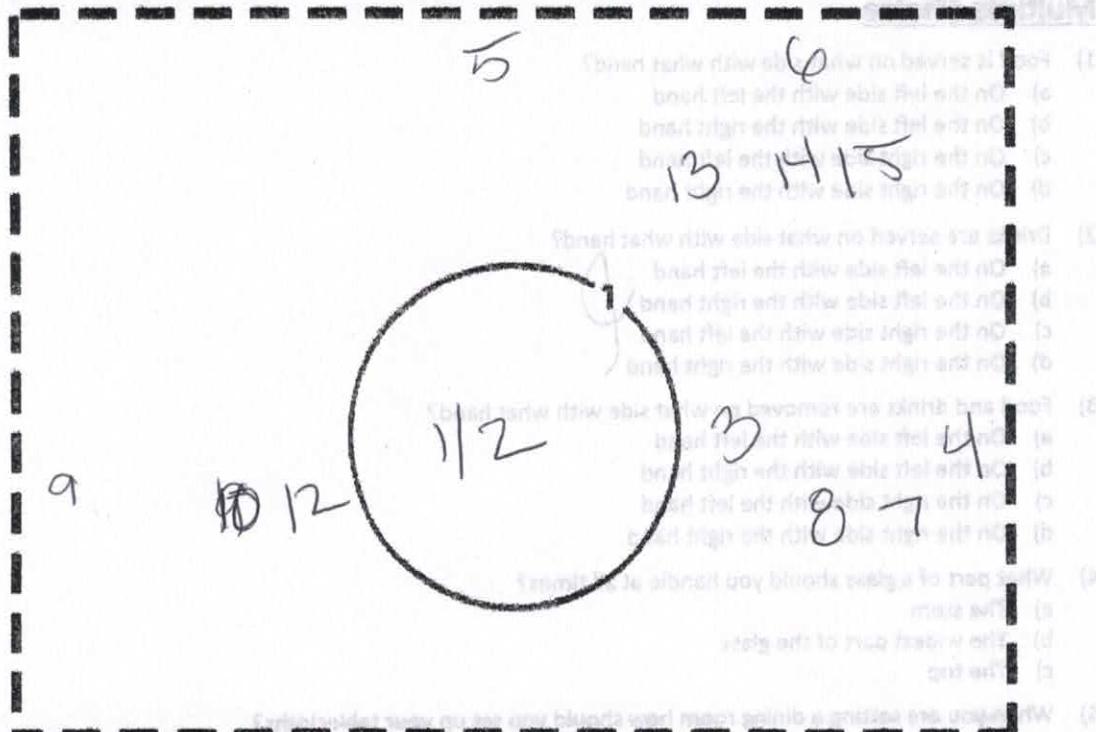
D Scullery
E Queen Mary
A Chaffing Dish
G French Passing
B Russian Service
F Corkscrew
C Tray Jack

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

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 _____ inch (es) from the edge of the table.

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

3. Synchronized service is when: everything is done together

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

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

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