

# Angel Benavidez

4528 Mon Eagle Pl.  
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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

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**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 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**

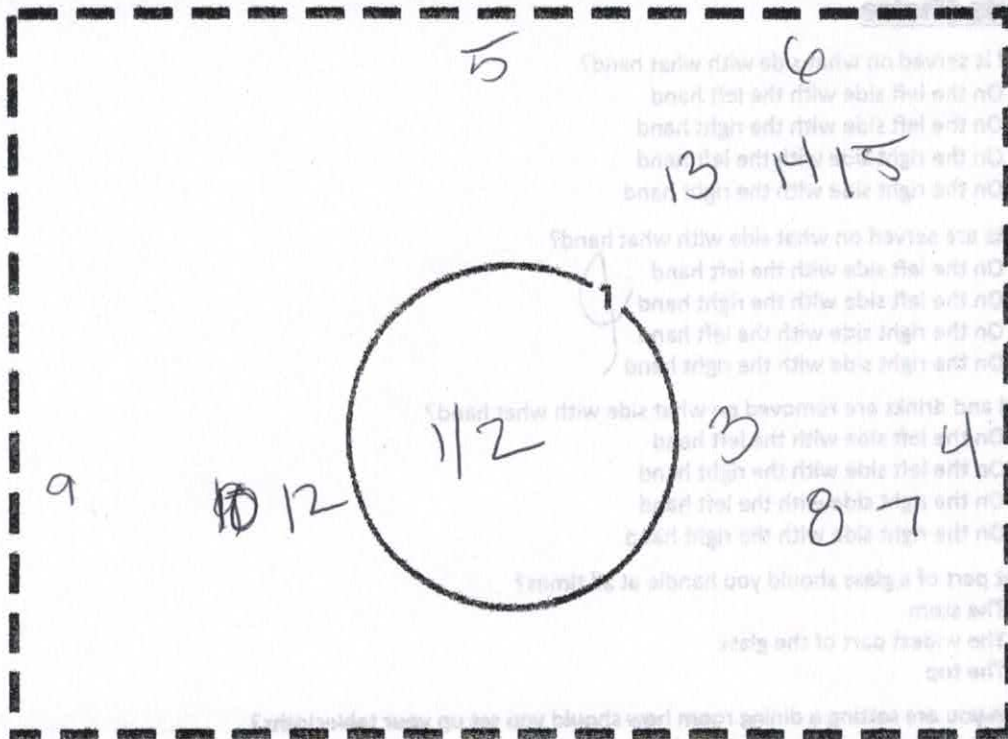
- |                          |   |
|--------------------------|---|
| <u>D</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</u> Queen Mary      | B. Style of service where food is prepared or served individually at the dinner table to fit 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 \_\_\_\_\_

# 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 24 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? \_\_\_\_\_
- Synchronized service is when: everything is done together;
- What is generally indicated on the name placard other than the name? seat #
- The Protein on a plate is typically served at what hour on the clock? \_\_\_\_\_
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
inform kitchen