

Jacqueline Knez

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Experience

June 2015- Present: Four Seasons Hotel Westlake Village

Title: Server

- Serve and deliver orders to the guest room with a good attitude.
- Assure that guest are satisfied with their order as well as ensuring that all items are made correctly.
- Be aware of guest's allergies and double check with my manager as well as the chef available if everything is done in a safe manner for the guest.
- Make sure all side duties are done; i.e. polishing silverware, glasses, and plates. As well as making sure that the prep area is clean and everything is fully stocked for the next shift.
- Memorize my orders.

December 2014- June 2015: Keller Fishback & Jackson LLP

Title: Accounting Assistant

- Manage settlements.
- Maintain the finances for the company.
- Assistant to the main accountant.
- Charge clients for all law purposes.

February 2014- December 2014: Macys

Title: Sales Associate

- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Ticket, arrange and display merchandise to promote sales.
- Clean shelves, counters, and tables.
- Meet current sales goals and promote credit cards to customers.
- Open and close cash registers. Counting money, separating charge slips, coupons and making deposits.

February 2013-December 2013: State Farm Insurance Company

Title: Receptionist/Accounting Assistant

- Assisting a business manager in handling current and new incoming clientele.
- Answering phones managing multiple lines.
- Filing documents, sorting mail, mailing letters and packages.
- Setting up credit cards for many of our clients in our computer system for payment.
- Personally working with clients on a one on one basis with their business necessities which include writing checks and paying bills.
- Follow up calls with clients about insurance policies.
- Writing and mailing checks for a variety of vendors for our office expenses.

Education

Fulton College Preparatory 2005-2009
High School Diploma

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 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

D Scullery

C Queen Mary

A Chaffing Dish

G French Passing

B Russian Service

F Corkscrew

E 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

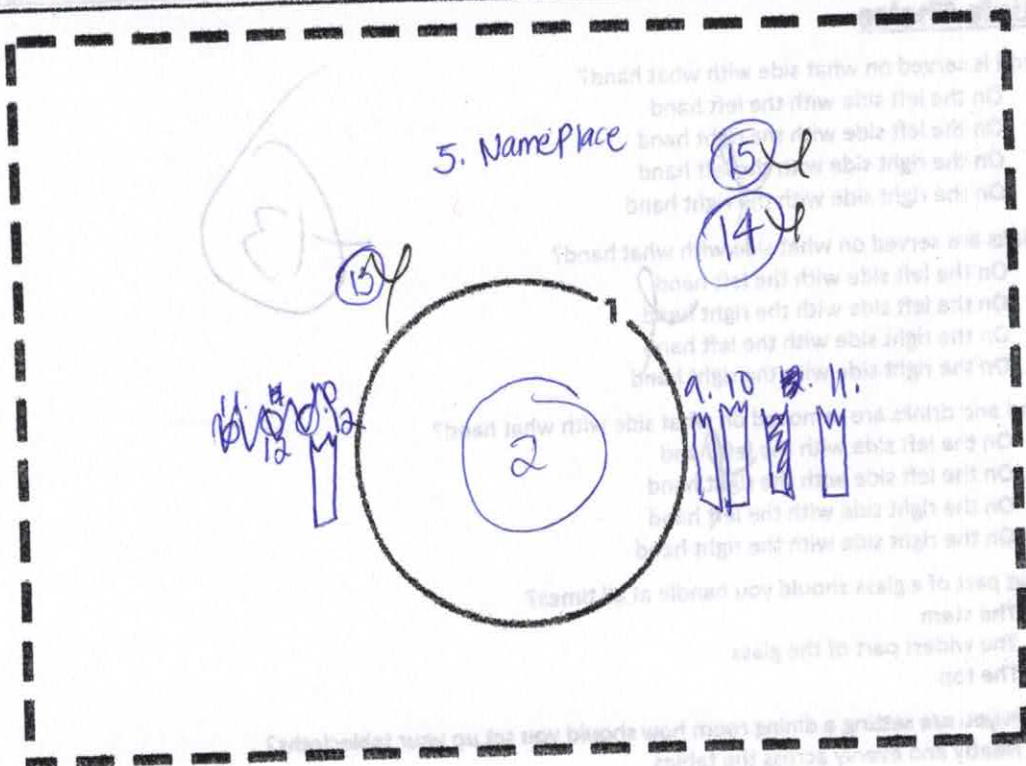
F Used to open bottles of wine

G Style of dining in which the courses come out one at a time

Name Jacqueline Knez

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 4 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream + sugar
- Synchronized service is when: 4
- What is generally indicated on the name placard other than the name? the event
- The Protein on a plate is typically served at what hour on the clock? 4
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
let the chef know.