

MARKELA AGO

4646 Natick Ave, Sherman Oaks, CA 91403 || C: (239) 234 3078 | agomarkela@hotmail.com

SUMMARY

Experienced server bringing enthusiasm, dedication and an exceptional work ethic. Trained in customer service. High energy and outgoing with a dedication to positive guest relations. High volume dining, customer service, and cash handling background.

HIGHLIGHTS

- Works well under pressure
- Exceptional interpersonal skills
- Trained in liquor wine and food service
- Master of sales techniques
- Point of Sale/POS/system operation
- Food safety understanding
- Upbeat, friendly and positive
- Highly responsible and reliable

EXPERIENCE

05/2016 TO 06/2017 Head Waiter

Patio Café- Naples FL

- Train new waiters and floor staff on guest service expectations, safety procedures, proper food handling, and restaurant protocols.
- Monitor dining room to ensure optimal experiences.
- Work with individual servers to improve performance.
- Answer customer inquiries and resolve issues promptly.
- Schedule wait and floor staff, approve time off, and rework loads as needed.

04/2014 to 04/2016 Waitress

Patio Café- Naples FL

- Deliver exceptional, friendly and fast service.
- Answer questions about menu selections and made recommendations when requested.
- Accurately recorded orders, and partnered with team members to serve food and beverages that exceeded guests' expectations.
- Skillfully anticipated and addressed guests' service needs.
- Managed closing duties, including restocking items and reconciliation of the cash drawer.

02/2012 to 03/2014 Waitress

Blueberry's Restaurant- Naples FL

- Assisted guests with making menu choices in an informative and helpful fashion.
- Appropriately suggested additional items to customers to increase restaurant sales.
- Effectively communicated with kitchen staff regarding customer allergies, dietary needs, and other special requests.
- Regularly checked on guests to ensure satisfaction with each food course and beverages.
- Consistently adhered to quality expectations and standards.
- Routinely cleaned table linens, table settings, glassware, windowsills, carpets, counters, floors, storage areas, and service refrigerators.

REFERENCES: Taulant Lako

Owner & General Manager at Patio Café, Blueberry's Restaurant.
Tel: 239 248 1268

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

E Queen Mary

A Chaffing Dish

G French Passing

B Russian Service

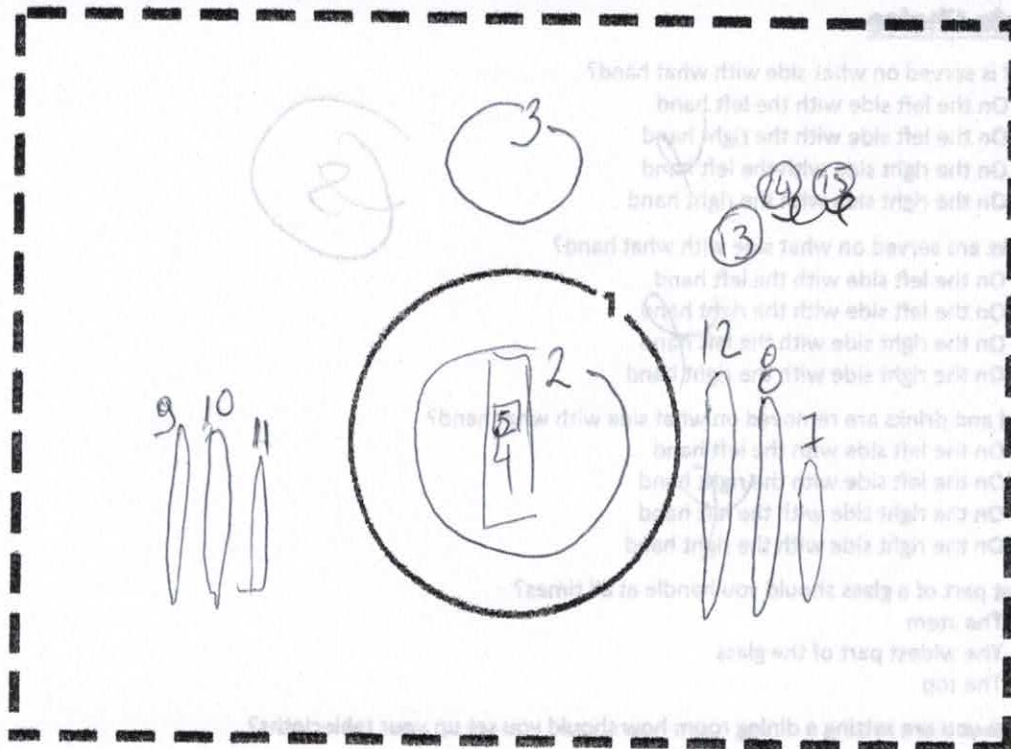
F Corkscrew

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

- The utensils are placed inward about 20cm/8 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? COFFEE TEA BISCUITS
- Synchronized service is when: each table is served at the same time
- What is generally indicated on the name placard other than the name? TABLE NUMBER
- The Protein on a plate is typically served at what hour on the clock? 6:00 clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?