

MARKELA AGO

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SUMMARY

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

EXCPERIENCE

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 dinning room to ensure optimal experiences.
- Work with individual servers to improve performance.
- Answer costumer inquires 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 costumers to increase restaurant sales.
- Effectively communicated with kitchen staff regarding costumer 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 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 VocabularyD Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E 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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

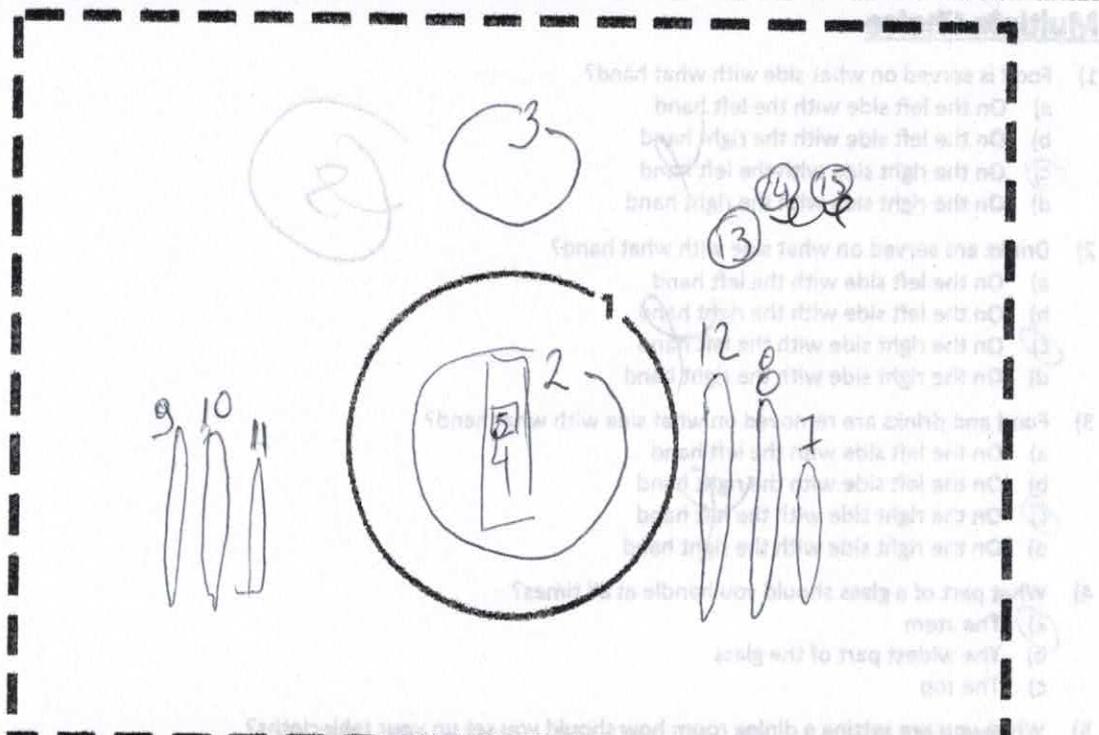
C Tray Jack

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

1. The utensils are placed inward about 20cm/8 inches inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? COFFEE & TEA BISCUITS

3. Synchronized service is when: each table is served at the same time

4. What is generally indicated on the name placard other than the name? TABLE NUMBER

5. The Protein on a plate is typically served at what hour on the clock? 6:00 O'clock

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