

# Nicole L. Ruiz

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## Receptionist

### Professional Profile:

I am a motivated worker who strives and succeeds at completing her assigned tasks. With my various jobs I have developed many skill sets and extensive experience with jobs in customer service, home health care, and medical experience in the South Bay. I am passionate and very serious about expanding my career in my next position.

### Experience:

Home Hero Caregiving Agency

2013-Present

#### Caregiver

I have proudly been a member of their team of caregivers for three and a half years, and I have managed to attain great standing with them and a loyalty with their vulnerable population of aging adults. My duties included:

- Non-medical patient care
- Medication reminder
- Preparation of foods
- User of mobility devices
- Light cleaning and companionship.

Carson Honda

April-June 2016

#### Receptionist/Secretary

My assignment at Carson Honda was of Receptionist and after two weeks, I was promoted to the position of Secretary for Roth Staff and Company. In this experience I took away the art of 'Multi-tasking.' I was in control of running an extremely active telephone switchboard, walk in client enquires and managers for sales and Car service. I loved this temporary assignment so much, they talked me into buying a brand new car!

Olive Garden

April 2014-2015

#### Waitress

I loved my experience at the OG, especially the exciting fast paced environment and exuberant client energy. Besides serving food, I dealt with management on a daily basis before starting my shift to go over the 'specials of the day.' which included memorization of their extensive menu and their cocktails and fine wines.

### Skills

- Diligent, passionate and hard working
- People person
- Mac or PC computer
- Computer competencies – MS Outlook and Word

### Affiliations

US citizen and passport holder



Name \_\_\_\_\_

## Servers Test

Score / 35

### Multiple Choice

B 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

D 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

E Scullery

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

D 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

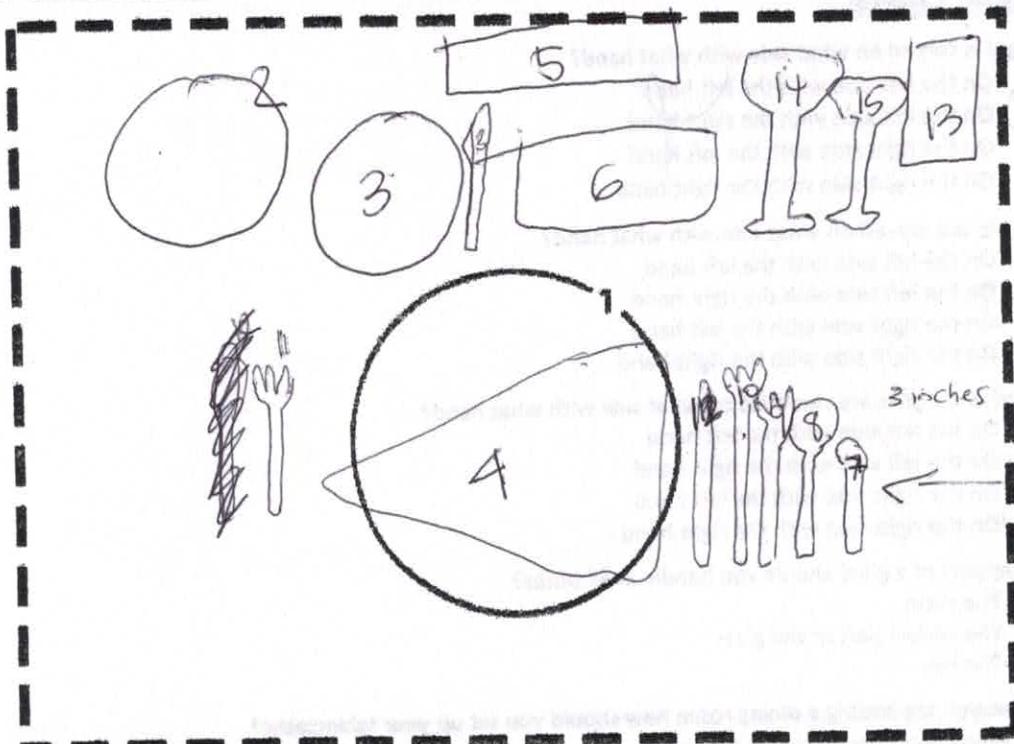
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

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



**Draw a formal place setting containing all of the following:**

1. Service Plate
2. Salad Plate
3. Bread Plate & Knife
4. Napkin
5. Name Place Card
6. Tea/Coffee Cup & Saucer
7. Teaspoon
8. Soup Spoon
9. Salad Fork
10. Dinner Fork
11. Dessert Fork
12. Dinner Knife
13. Water Glass
14. Red Wine Glass
15. White Wine Glass

**Fill in the Blank**

on the right hand side about 3

1. The utensils are placed on the right hand 3 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Condiments / milk / sugar (stirrers)
3. Synchronized service is when: service comes out with other servers on a ~~table~~
4. What is generally indicated on the name placard other than the name? The table number.
5. The Protein on a plate is typically served at what hour on the clock? 6 pm
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Accommodate the guest if possible.

Notify the cook of specific food preference / allergy.