

Patrick C. Knoll

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Experience

EXECUTIVE DIRECTOR | CONNELLY INC | JUNE 2013-JANUARY 2018

- Managed Direct Sales and Marketing office for Fortune 500 Company
- Oversaw All Areas of Daily Office Operations (Hiring, Payroll, Administration, SCO)
- Developed All Training Regimens for Area
- Awarded National Sales Awards Quarterly Five Times

ASSISTANT MANAGER | MIKE DITKA'S RESTAURANT | APRIL 2011-MAY 2013

- Managed Restaurant Wait Staff
- Did all Company Estimations; Worked Directly with Banking Agent
- Handled Day-2-Day Operations (Scheduling, Invoice Reports, Inventory, Work Flow)

WAITER | MIKE DITKA'S RESTAURANT | FEBRUARY 2010-APRIL 2011

- Team Player with Full Food and Beverage Knowledge
- Complete Customer Service
- Took Orders and Completed All Serving Duties

Education

BACHELOR OF SCIENCE IN MANAGEMENT | 05/2009 | EASTERN ILLINOIS UNIVERSITY

- Major: Management
- Minor: Marketing
- National Honors Society
- Collegiate Athlete (Basketball)

Other Skills & Accomplishments

PHILANTHROPY

- While running office, got our organization involved in numerous charitable causes. We worked with The Humane Society, The Local Veteran Village, and held many events for Operation Smile.

SALES

- Developed and succeeded in all sales metrics. Sales is the establishment of a relationship between individuals; and the ability to convey the value of a service or product to the consumer or client associated. I not only possessed this attribute individually, but also had ample success transferring these skills to other employees in the organization.

COMMUNICATION

- During my last two positions heading operations, communication amongst the corporation was essential to continued success. Maintained a clear line of communication as well as orchestrated multiple team building events.

LEADERSHIP

- Rooted from my experiences in athletics, I have continued to progress into leadership roles through my business endeavors. This comes from a great confidence in my abilities, in addition to being able to put employees around me in the best position to utilize their strengths.

Name Patrick C. Knoll

Servers Test

Score / 35

Multiple Choice

- A 1) Food is served on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- D 2) Drinks are served on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- D 3) Food and drinks are removed on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- A 4) What part of a glass should you handle at all times?
- The stem
 - The widest part of the glass
 - The top
- D 5) When you are setting a dining room how should you set up your tablecloths?
- Neatly and evenly across the tables
 - The creases should all be going in the same directions
 - The chairs should be centered and gently touching the table cloth
 - All of the above
- D 6) If you bring the wrong entrée to a guest what should you do?
- Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 - Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
 - Try to convince the guests to eat what you brought them
 - Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

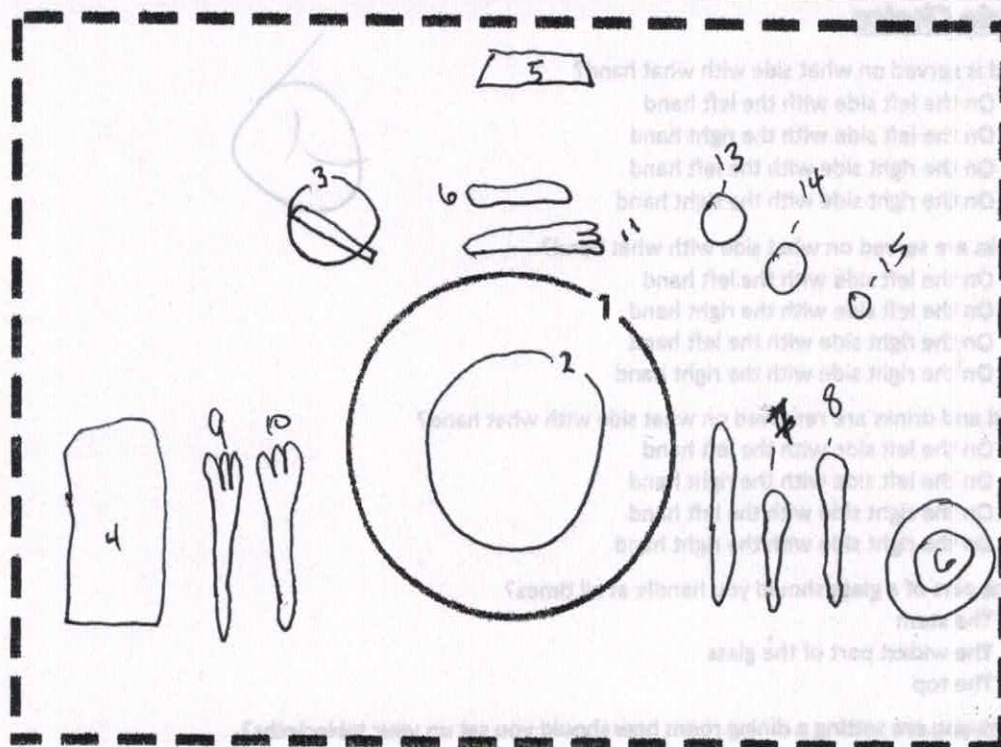
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <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>B</u> French Passing | D. Area for dirty dishware and glasses |
| <u>G</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 Patrick Knoll

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 12 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Not Certain (Sugar/Cream?)
- Synchronized service is when: Tables served simultaneously
- 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 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Notify the cook