

Rashad Whitehead

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EMPLOYMENT GOAL

Full or significant part-time employment that make the most of work experience and distinctive skills: working with public (often in entertainment setting); providing memorable entertainment/ customer experiences; attention to detail; understanding how systems and operations work; workplace flexibility; willingness to contribute whatever the assignment takes; punctuality; contributing to a healthy, upbeat, productive, and professional work environment.

SELECTED EXPERIENCE

Catering Server; Mammoth Lakes CA, Nov 2015-2017

Prepared space for party, set up champagne station, flower arrangement, glassware, candle décor, lighting, music selection.

Hyde Lounge SBE, TSA Night Life; Mammoth Lakes CA; Jan 2013- Feb 2015

Worked on the team to open the area's first upscale restaurant and nighttime entertainment destination. Primary responsibilities included: Dinner server, set up bottle service; food running, prepared service stations; creation of audio environment .

Vons-Starbucks Kiosk Mammoth Lakes CA; Nov 2010- Feb 2014

Barista, general support, serving coffee, cleaning facilities, answering phones, handling large amounts of cash.

Manpower; Glendale CA; Dec 2007- Nov 2009

Various temporary office assignment, ranging from one week to eight months. Duties included preparing documents and spread sheets, phone reception, filing, general office duties. Responsible for highly detailed work, including customer invoicing, documentation management for insurance claims and litigation. Supervised large projects and work of other temporary staff.

EDUCATION AND SKILLS

John Burroughs High School, graduated 1999; GPA 3.40, Honor Roll, Year Book

Microsoft Word, Excel, Internet, Hospitality start-up, operations, entry level management, general office support. References available upon request.

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Servers Test Score / 35

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 Vocabulary

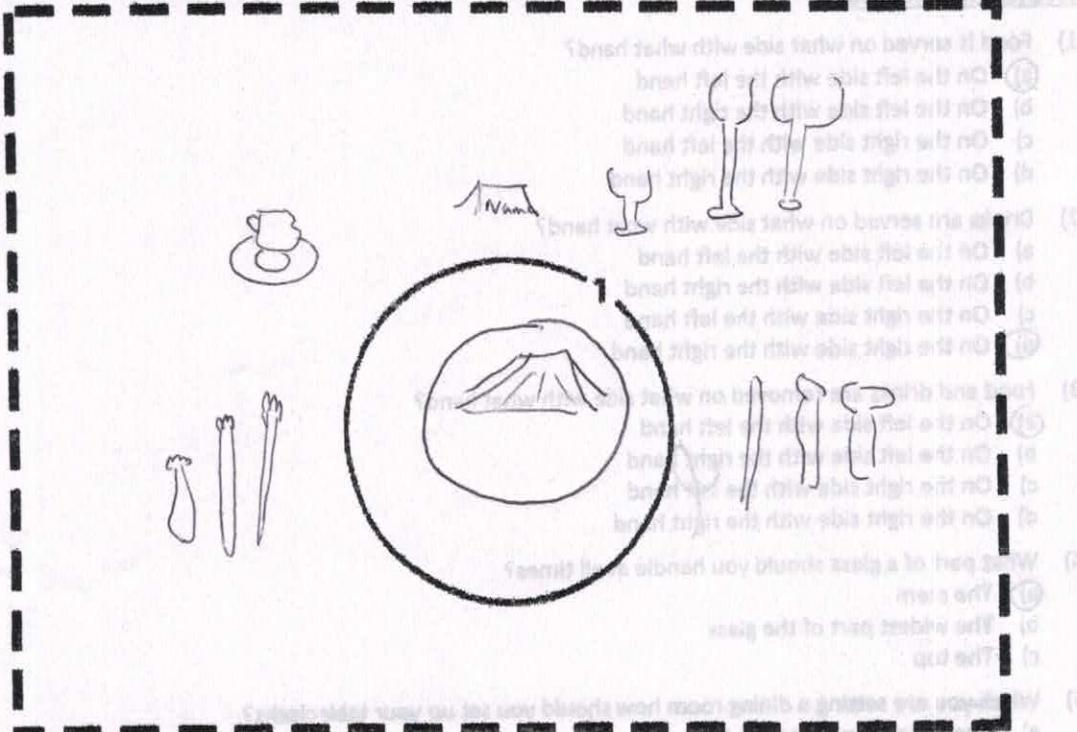
<u>E</u> Scullery	A. Metal buffet device used to keep food warm by heating it over warmed water
<u>D</u> Queen Mary	B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread 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

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Score

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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

1. The utensils are placed Finger width inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Milk, sugar
3. Synchronized service is when: Servers place Food in unison
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 O'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? inform the chef