

Tanya Fernandez

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OBJECTIVE

I would like to work for a company where I could utilize my leadership skills and develop new strengths while working in a corporate environment. I have 11 years' server experience. Certification in Food Handling and Safety. Aldelo POS system experienced, and I am bilingual (English and Spanish). I would love to be an additional asset to your team.

WORK HISTORY

El Patron Mexican Grill

5545 Reseda Blvd
Tarzana, Ca. 91356

September 2014 - Employed
(818) 643-3033
Manager: Luis Mejia

Description: SERVER- Greet, seat, take orders, make reservations, catering private parties, stock station, cash and carry. Serve and accommodate customer's needs. Maintain sanitation, health, and safety standards in work areas. Verify that prepared food meets requirements for quality and quantity. Read food order slips or receive verbal instructions as to food required by patron, and prepare food according to instructions.

El Mariachi Mexican Grill

15627 Ventura Blvd,
Encino, Ca, 91436

March 2012 - June 2014
(818) 380-0160
General Manager: Oscar

Description: WAITRESS- Greet, seat, take orders, serve, answer the phone, and customer service. Catered banquet parties of 120+ pp. Serve and accommodate customer's needs. Maintain sanitation, health, and safety standards in work areas. Clean food preparation areas, cooking surfaces, and utensils. Verify that prepared food meets requirements for quality and quantity. Read food order slips or receive verbal instructions as to food required by patron, and prepare food according to instructions.

Sinaloa Auto Electric

11622 Vanowen St. #8
North Hollywood Ca, 91605

June 2010 - March 2012
(818) 765-6028
Owner: Cesar Nande

Description: SECRETARY/ PERSONAL ASSISTANT- file, pay bills, answer the phone and take messages, customer service and run errands.

Mariscos Colima

11314 Vanowen St.
North Hollywood Ca, 91605

June 2008 - June 2010
(818) 487-0880
General Manager: Beto Arias

Description: WAITRESS- During my employment at Colima I had the highest customer service feedback. My duty was to greet the customers and seat them at a table, followed by taking their orders. Made sure that the customers got the complimentary chips, dips, and soup or salad before I distributed their orders. I made fresh water beverages (e.g., Horchata, tamarindo) I also specialized in their main alcoholic beverages. Stocked the inventory in the front house.

Name _____
Servers Test

Score / 35

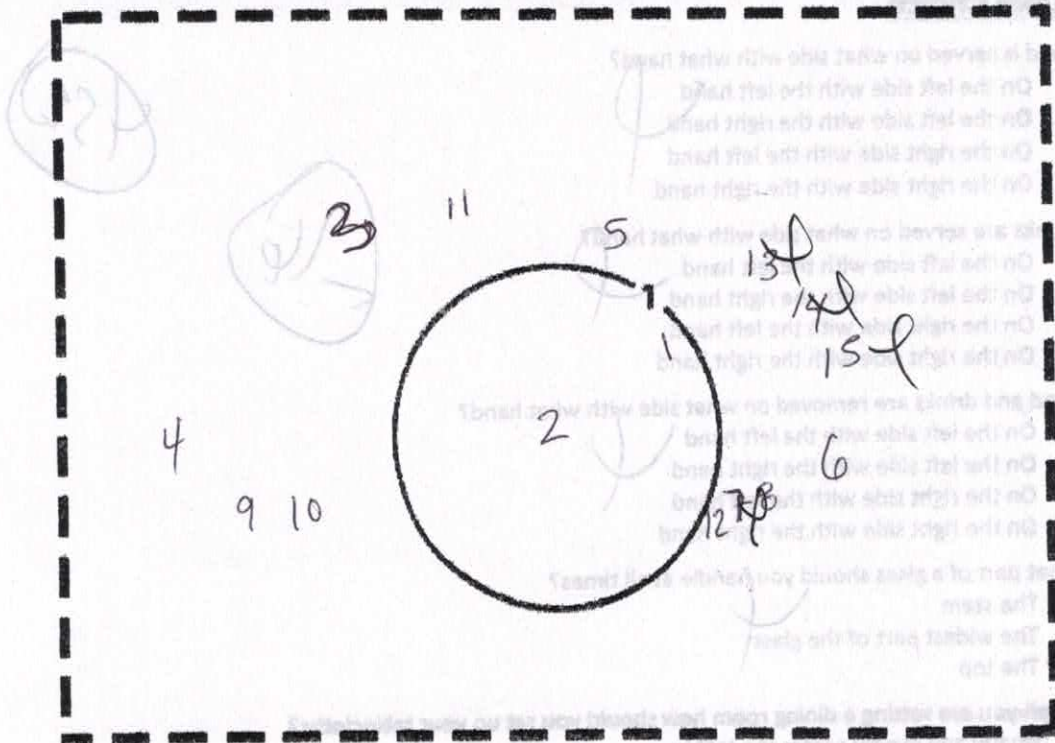
Multiple Choice

- 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
- B 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
- B 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
- B 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
- A 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

- | | |
|--------------------------|---|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>B</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>G</u> French Passing | D. Area for dirty dishware and glasses |
| <u>B</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 Tanya Fernandez 2
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 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Bread
- Synchronized service is when: elegant style small gourmet meals
- What is generally indicated on the name placard other than the name? who will sit there
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

talk to the chef