

Joe Gonzalez
joe.gonzalez1103@gmail.com
6262167209

Be a leader and create a team full of motivated individuals
WORK EXPERIENCE

NoMad

November 2017-Current

- Server for Award Wining chef Daniel Humm also know for the best Restaurant in the world:"Eleven Madison Park"
- Know my position numbers
- Table Placement
- Proper Etiquette
- More than just chef driven but also Hospitality driven

WOLFGANG PUCKS CATERING SERVER Hollywood, CA January 2016 to October 2017

- Server Celebrity events like the; Oscars, Emmy, Espy, After parties, anything that's big in Hollywood, I usually work.
- Knowledge of Table Etiquette
- Knowledge of Fine Wines and Beers
- Knowledge of foods from Around the World

Block by Block Operations Assistant

July 2016 to August 2017

- Handle account accordingly
- maintain within Budget
- Schedule employees for their hourly duties
- Handle Payroll within the office
- Take phone calls for City Duties
- Introduction to city of Santa Monica Introduction
- Resolve, problem solve many aspects of the city
- type up reports, monthly goals, employee progress
- Team lead, come up with the answer
- Understands Valiant and Kronos Payroll
- work independently
- handle 65 employees
- bookkeeping
- light accounting
- Quickbooks
- Google Calendar

Anthem Blue Cross Customer Service

May 2014 to June 2016

- 3rd party support to Anthem Blue Cross
- Field inbound and outbound calls; 150 per day
- Speak with patients over the phone
- Collecting and recording patient demographic information into Access database • Counsel patient/customer on the best health plan
- Educated about various plans; HMO, PPO, Managed Care
- Assisting Customers in getting a free quote over the phone and transferring them to a agent
- Update customer files and databases.
- Consult with customers by telephone to provide information, take orders, answer questions and handle complaints.

- Knowledge of Product
- Salesforce knowledge

Olive Garden Server January 2014 to May 2014

- We make sure guest have a great experience
- Present check for payment and provide change as needed.
- Take food and beverage orders; give food orders to kitchen and deliver orders.
- Maintain table appearance by pre-bussing, checking drink levels and removing clutter.
- Keep station clean, maintain proper set up, and take down station tables appropriately.

DisneyLand (Plaza Inn) Lead November 2012 to January 2014

- Serve Guest Daily by the Thousands
- Knowledge of International Guest and Trends
- Create schedules
- Understand sanitary code
- Ability to run a team
- Always come with a warm face, smile, and helpful hand to Guests and Co-Workers
- Aloha System

EDUCATION

Bachelor's in Hospitality Management Cal State Fullerton 2011 to 2016

Knowledge of Product California Knowledge

Give Guest Review January 2014 to May 2014

- We need any guest have a great experience
- Review about the restaurant and provide things as needed
- Take food and beverage orders, give food orders to kitchen and deliver a plate
- Maintain rest - appearance by one cleaning, making drink levels and rest with coffee
- Keep clean - clean and make proposal up and take down silver table the company

Direct and IP and last November 2012 to January 2014

- Have Guest List by the Thursday
- Knowledge of International Guest and Trends
- Guest's special request
- Understand seasonal change
- Ability to work with
- Always come with a warm face, smile and helpful hand to guests and the company
- A lot of things

RECURRING

Background in Hospitality Management Cal State Fullerton 2011 to 2013

Cashier Test

Score / 15

1) A roll of quarters is worth?

- a) \$5.00
- ☒ b) \$10.00
- c) \$15.00
- d) \$20.00

2) A roll of dimes is worth?

- ☒ a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- ☒ d) \$2.00

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- ☒ c) \$0.50
- d) \$0.25

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- ☒ c) Point of sales
- d) People over service

6) What is the current sales tax rate in your city 9.7%?

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- ☒ c) \$7.06
- d) \$5.06

$$\begin{array}{r} 1.25 \\ 90 \\ 79 \\ \hline 2.94 \end{array} \quad \begin{array}{r} 9.96 \\ 2.94 \\ \hline 7.00 \end{array}$$

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- ☒ b) \$14.50
- c) \$9.50
- d) \$4.50

$$\begin{array}{r} 50.00 \\ 2 \times 10.50 = 21.00 \\ 2 \times 7.25 = 14.50 \\ \hline 28.25 \\ 50.00 - 28.25 = 21.75 \end{array}$$

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- ☒ d) \$12.00

$$\begin{array}{r} 3.75 \\ 4.25 \\ \hline 8.00 \\ 20.00 - 8.00 = 12.00 \end{array}$$

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- ☒ a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

$$\begin{array}{r} 2 \times 3.75 = 7.50 \\ 2 \times 1.25 = 2.50 \\ 2 \times 2.50 = 5.00 \\ 2 \times 3.25 = 6.50 \\ \hline 21.50 \\ 100.00 - 21.50 = 78.50 \end{array}$$

Cashier Test

Score / 15

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? Id, license, passport

15) How many \$20 bills are in a bank band? 1001

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 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

"Also Assure guest we will bring food out with speed"

Match the Correct Vocabulary

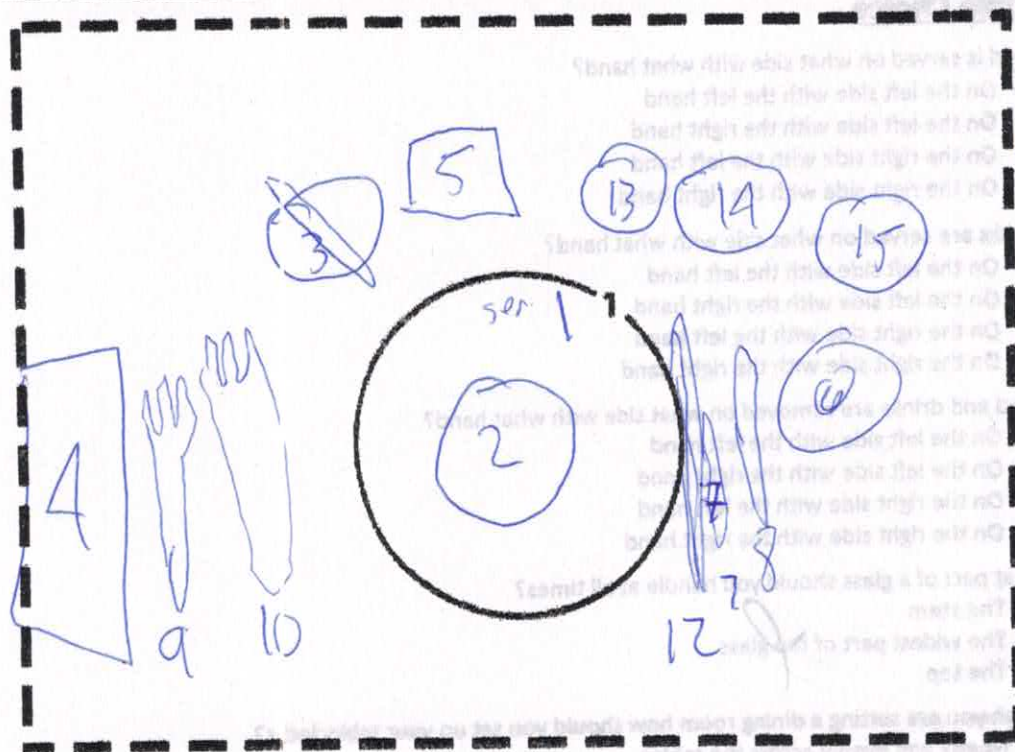
- | | |
|---|---|
| <input checked="" type="checkbox"/> D Scullery | <input checked="" type="checkbox"/> A. Metal buffet device used to keep food warm by heating it over warmed water |
| <input checked="" type="checkbox"/> E Queen Mary | <input checked="" type="checkbox"/> B. Style of service where food 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) |
| <input checked="" type="checkbox"/> A Chaffing Dish | <input checked="" type="checkbox"/> C. Used to hold a large tray on the dining floor |
| <input checked="" type="checkbox"/> B French Passing | <input checked="" type="checkbox"/> D. Area for dirty dishware and glasses |
| <input checked="" type="checkbox"/> G Russian Service | <input checked="" type="checkbox"/> E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <input checked="" type="checkbox"/> F Corkscrew | <input checked="" type="checkbox"/> F. Used to open bottles of wine |
| <input checked="" type="checkbox"/> C Tray Jack | <input checked="" type="checkbox"/> G. Style of dining in which the courses come out one at a time |

Name

Joe Gonzalez

Servers Test

Score / 35



Note:
will note
be this
close
just a
rough
drawing

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 1 inch inch(es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar, cream, dessert
- Synchronized service is when: in sync clock wise
- What is generally indicated on the name placard other than the name? Food type / vip
- The Protein on a plate is typically served at what hour on the clock? Towards guest 9 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Take notes talk to chef