

**Bianca Medina**  
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## **Objective**

I would like to work in a company to develop my food server and costumer service skills, and/ or any work related.

## **Ed-Training**

**AA Degree in General Studies** 12/2014

Truckee Meadows Community College, Reno, NV

### **General Education Courses**

Merced College, Merced, CA

#### **Relevant Training and Courses:**

Project management

**Bilingual: Proficient in Spanish**

Professional Office Procedures

Communication Skills

Records Management

Office Equipment Knowledge

Database Administration

Safety Training Coordination

Spreadsheets/Reports

Medical Receptionist Billing Clerk

Event Calendar

Adobe acrobat

AS400

Microsoft Office Specialist (MOS)

Executive Support

## **EXPERIENCE:**

11/2014-12/2017 Washoe County School District

Reno, NV 89506

### **TEACHER & Teacher Aide**

I tutor students in I assists teaching staff; I was providing individual and group instruction, including developing and maintaining records and instructional materials. I was performing related work as required.

Reno, NV 89502

06/2013-10/2014

DETR

### **ADMINISTRATIVE AIDE**

Provide administrative support to work force staff, supervisor, and manager, data entry, answering phones, filing, and customer service.

08/2012-5/2013

Jessie Beck Elementary School

Reno, NV 89502

### **TEACHER AIDE**

I assists teaching staff with the bilingual program; I was providing individual and group instruction, including developing and maintaining records and instructional materials. I was performing related work as required.

03/2012-8/2012

Accustaff Temp Agency

Reno, NV 89511

### **DATA ENTRY CLERK/WAREHOUSE CLERK**

6/2006-4/2012

Grand Sierra Resort/Reno Hilton

Reno, NV 89595

### **SECURITY ADMINISTRATIVE ASSISTANT**

### **4/2002- 5/2006 EMPLOYMENT REPRESENTATIVE HUMAN RESOURCES**

Provide administrative support to the security department, including preparing for and keeping minutes for all meetings; reviewing & assisting in special events activities with Director; reviewing & assisting in claims with Director; assisting the Officers in performing their duties and completing reports; supervising clerical staff; processing departmental payroll; ordering supplies & tracking departmental expenditures; and other tasks as assigned. Prepare and maintain employee personnel files; assist job candidates through the application process; schedule new hire candidate for orientation and enter employee information into computer system; responsible for various office administrative functions including ordering office supplies, answering telephone inquiries, photocopying, scanning, faxing and run daily, weekly and monthly reports and other duties as assigned by the Regional Compliance Coordinator.

Multiple Choice

- d 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
- 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
- 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 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

P Scullery

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

F 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

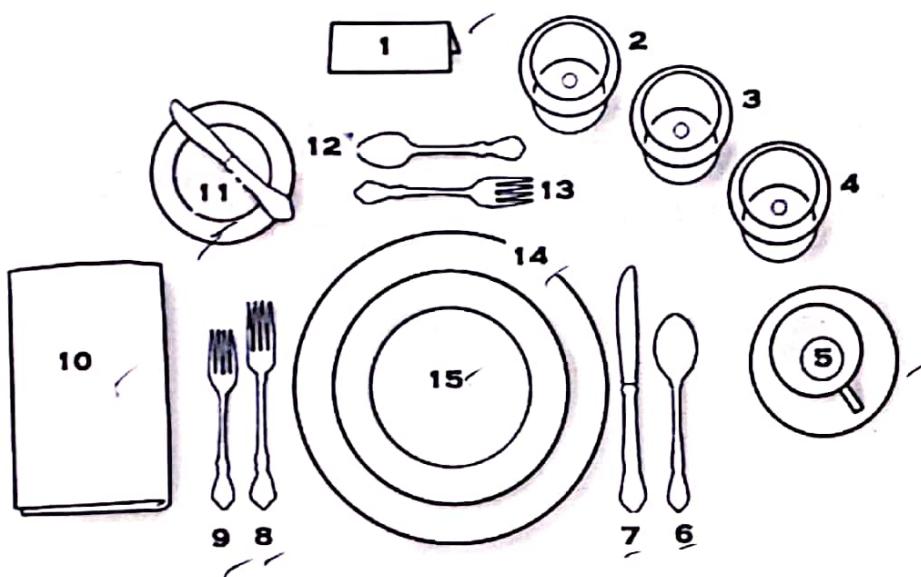
(E) Large metal shelving unit for prepared food to be held or for dirty trays to be stored

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



Score / 35

Match the Number to the  
Correct Vocabulary

<u>8</u>	Dinner Fork
<u>5</u>	Tea or Coffee Cup and Saucer
<u>7</u>	Dinner Knife
<u>4</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Service Plate
<u>3</u>	Wine Glass (White)

- 10 Napkin
- 11 Bread Plate and Knife
- 1 Name Place Card
- 12 Teaspoon
- 13 Dessert Fork
- 6 Soup Spoon
- 15 Salad Plate
- 2 Water Glass

Fill in the Blank

1. The utensils are placed 2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? sugar or sweet low
3. Synchronized service is when: Elegant service served all at the same time
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? 9 O'CLOCK
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Talk to the Supervisor or Lead to get one.