

Michael Koorstad

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PROFESSIONAL PROFILE

- 8+ years serving experience.
- 6+ years fine dining experience.
- 5+ years of experience as project manager in construction industry.
- Bilingual in English and Spanish.

RELEVANT WORK EXPERIENCE

The Catch Restaurant

Anaheim, California

Dining Room Server

August 2012 – Present

- Ensured a quality experience in a fine dining environment.

- Assisted guests' navigation through food, beer and wine menus.

- Suggested pairings of wine and cocktails with our seafood and steak options.

- Took guests' food and beverage orders, handled cash and credit card payments.

BJ's Restaurant & Brewery

Mission Valley, California

Server, Quality Coordinator

January 2012 – September 2012, January 2014 – September 2014

- Ensured a quality dining experience.

- Took down guests' food and beverage orders, handled cash and credit card payments.

- Promoted to supervisor position designed to maintain guest relations.

Arts United

Los Angeles, California

Teaching Artist

August 2016 – Present

- Engage high school and middle school students in disadvantaged areas throughout L.A. in after school theatre-based programs designed to promote language development.

- Two, year-long residencies at Arroyo Valley High School and Yorba Middle School.

- Design lesson plans that address the educational needs specific to the district the residency is located.

- Work closely with school faculty to ensure that programs are addressing CORE standards.

- Instruct and model acting, directing, playwriting, and theatre criticism exercises.

Guam Rebar Supply, Inc.

Mangilao, Guam

Operations and Project Manager

August 2010 – December 2011

- Generated sales through local advertising, sales calls, and networking with locals in the industry.

- Organized publicity events on site to exhibit our company's state-of-the-art-machinery and processes.

- Researched into traditional construction practices on the island in order to tailor our marketing strategy to potential customers.

- Managed accounts receivable, accounts payable, employee records, equipment maintenance, local government compliance.

EDUCATION

University of California, San Diego La Jolla, California

Bachelor of Arts, Major: Literature in Writing, Minor: Literature in Spanish Graduation: June 2016

- **GPA:** 3.8/4.0

- **Honors:** magna cum laude, Provost's Honors, Departmental Honors

Name _____
Servers Test

Score / 35

Multiple Choice

A 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

C 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

A 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

A 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

D Scullery

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

E 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

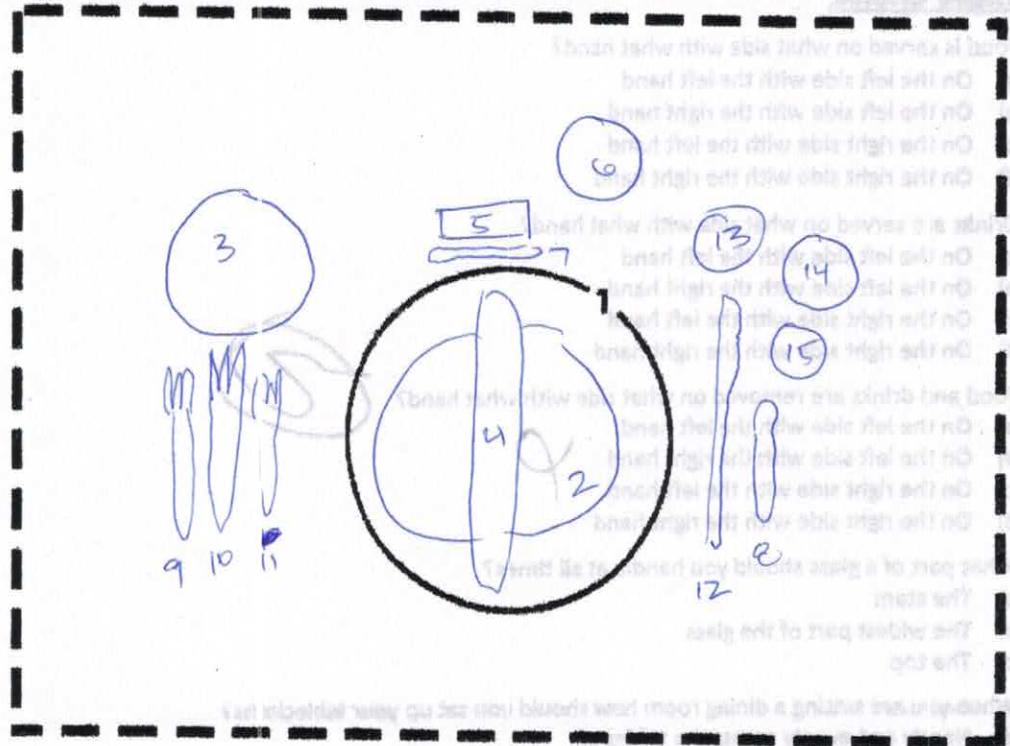
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

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



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

1. The utensils are placed 3 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream, sugar
3. Synchronized service is when: all courses served together
4. What is generally indicated on the name placard other than the name? position
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?
let the kitchen know