

## Mario Lopez

## Professional Experience

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### The Cracking Crab, Montrose, CA Full-Time

May 2017-February 2018

#### **Lead Server/Busser/Foodrunner**

- Greeting & Sit guests according to reservation/walk-in. Oversee OPEN TABLE Reservations
- Introduce myself as table server or inform them that their server will be there soon.
- Explain menu to first time customers/explain days drink and food specials-happy hour menu
- Make/deliver alcoholic or soft drinks to customers, along with water
- TAKE ORDERS: GRUBHUB E-24 CRACKING CRAB WEBSITE & PHONE ORDERS
- Take guests order, run food, reset table, clean chairs and replenish table napkins & silverware

### The Commissary, Line Hotel-Los Angeles, CA Part-time

June 2014-May 2016

#### **Server/Busser/Food Runner**

- Opening & Closing Duties: breakfast/lunch/dinner setup
- Run food, server water or beverages at instruction of lead server
- Bus & Pre-Bus dining floor-overall cleanliness
- Polish silverware, empty trash in busser stations
- Clean and organize Busser/Runner prep table
- Coverage at host stand/Open Table
- Setup/Breakdown & work corporate & pool events: pass tray, bus areas and tables

### Los Angeles Country Club-Los Angeles, CA Full-Time

January 2013-June 2014

#### **Server/Busser/Food Runner**

- Setup & Bus Main Patio/Grill Room/Reagan Patio/Banquet Salons
- Lunch Buffet setup/breakdown
- Run food at server's and kitchen directives
- Polish silverware, empty trash at busser stations
- Clean and organize Busser/Runner table

### Trattoria Neapolis-Pasadena, CA

January 2012-2014

#### **Server/Busser/Food Runner**

- Assist with Grand Opening
- Bus & reset dining room tables with appropriate silverware and glasses on tables
- Run food, water or beverages at instruction of lead server
- Restock glasses to bar, polish silverware, empty trash at busser stations
- Clean and organize Runner table

May 2013 - February 2014

The Club at San Marcos, CA Full-time

Lead bartender with responsibilities:

- Greeting & 20 guests according to reservation with a 20% discount on food.
- Introduce myself as lead bartender inform them that their server will be in the room.
- Explain menu to first time guests explain happy hour and to special happy hour menu.
- Take orders and alcohol & water to customers along with water.
- TAKE ORDERS: DRINKS, FOOD, CRACKING CLUB WEBSITE & PHONE ORDERS.
- Take guests order, run food, reset table, clean chairs and replace table linens & silverware.

First anniversary for friends & family 2/14/14

June 2014 - May 2015

Barista/Bartender/Runner

- Opening & Closing: Double check food, drink, and cash.
- Run food, water or beverages as requested and serve.
- Take orders and cleaning floor overall cleanliness.
- Clean and reset tables, chairs, and silverware.
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San Marcos Country Club 1 or 2 days a week

January 2013 - June 2014

Barista/Bartender/Runner

- Set up & run Main Point/Club Bar, bar area, food, and drink.
- Lunch & dinner service.
- Run food & water and kitchen duties.
- Polish silverware, clean up bar area, and reset tables.
- Clean and reset tables, chairs, and silverware.

San Marcos Country Club 1 or 2 days a week

January 2013 - 2014

Barista/Bartender/Runner

- Assist with drink opening.
- Run food, water or beverages as requested and serve.
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## Café Massilia-Old Towne Monrovia, CA Full-time

2008-2013

### Server/Food Runner/Busser

- Opening/Closing duties: Breakfast, Champagne Lunch, Dinner shifts
- Take and place food/beverages orders in POS
- Bus/Pre-bus dining room floor, replace linen, silver ware and glasses on tables
- Run food, replenish water & beverages
- Restock wine/beer in bar area
- Overall cleanliness of café to meet safety code standards

### Certificate Completion is Awarded to

**MARIO LOPEZ**

In recognition for completing  
eFoodhandlers Basic Food Safety Course  
CALIFORNIA Version

Certificate ID: 2015-1609930 Issued: 6/22/2015 Expires: 6/22/2018



**Frank M.**  
7 months ago

Overall the food and service was excellent. Our waiter Mario was exceptional. There when you needed him and not when you didn't and very friendly and helpful. This is only our second time here, first time right after they opened long ago. We were told they are under new management -- I like it much better now.

First the Fried Pickles were amazing with the cusabi dressing. We kept it simple and ordered King Crab legs in garlic butter sauce and salads. For me the corn and sausage, etc detracts from having great tasting crab legs and they were delicious.

USEFUL 0 FUNNY 0 COOL 0

SEND COMPLIMENT

**Cracking Crab**

**Amal B.**  
6 months ago

We love this restaurant, the food, the atmosphere and the service! Ryan and Mario were our servers and they were awesome! So helpful every step of the way. Definitely had a great experience here, and the food is delicious. Highly recommended!

USEFUL 1 FUNNY 0 COOL 0

SEND COMPLIMENT

**Cracking Crab**

**Rachel S.**  
3 months ago

I've been here 3 or 4 times so far and have always had a great experience. Tonight was no exception. We got the \$50 Combo #2 (I think it was called) with shrimp and crab and it was absolutely delicious. Our server, Mario, was more than attentive and kind throughout the entire meal. He came to check on us at least 4 times, and actually opened the crab for us at our table. This was super helpful, considering we would have been completely lost left to our own devices! Thank you so much for an awesome dinner; we will be back!

USEFUL 1 FUNNY 0 COOL 0

SEND COMPLIMENT

Add reminder	Add reminder	Add reminder
Location	Location	Location
Created 1/28	Created 1/28	Created 1/28



WED  
3-  
5- SAT SW 4:30  
mon 3pm  
Thurs, Fri  
FREE

WED 3/7  
TH 4/8  
FRI 4/9  
SAT 4/10  
SUN 4/11  
3.5  
3  
6.5  
1.5  
1.0

Drugs charged  
Plus 10-11m

California Commission is Awarded to  
MARIO LOPRY  
Interpretation for copyright  
Food Safety Course  
TALIFOR Version  
Customer: 2000-0000, 2000-0000, 2000-0000

Drugs charged

Drugs charged

Drugs charged

Drugs charged

Drugs charged

Drugs charged

Drugs charged

Name LOPEZ MARIO

# 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 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

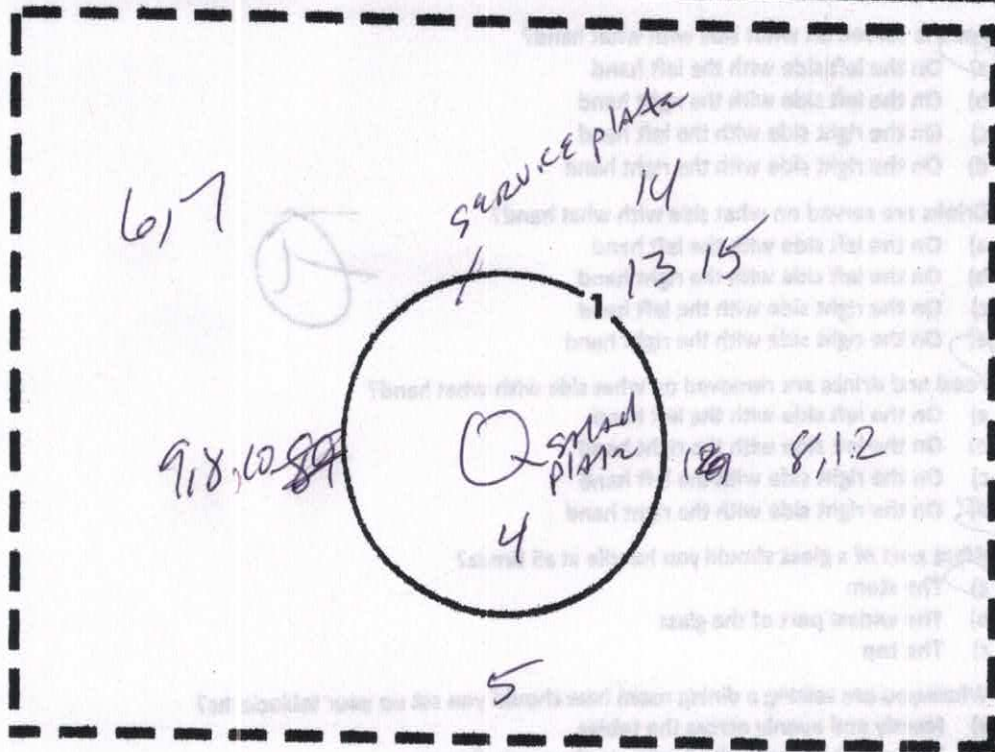
- |                          |   |
|--------------------------|---|
| <u>D</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</u> Queen Mary      | B. Style of service where food is prepared or served individually at the dinner table to fit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



Name \_\_\_\_\_

## 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 ft inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? 6, 17
- Synchronized service is when: All first served at same time
- What is generally indicated on the name placard other than the name? Seat # or event
- 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?  
ask Banquet Captain or Expo, then Chef