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Desiree Diaz

EDUCATION

BA Fashion Design/Merch
IADT-Orlando
2009-2011

EXPERTISE

Various Up-selling techniques
Team Leader
Meet Deadlines
Customer Service 9+yrs
Attention to detail
Aloha Systems 9+yrs

EMPLOYMENT HISTORY

• P.F CHANGS CHINA BISTRO Trainer, Server, Takeout
October 2011-November 2012, October 2017-Present
2041 Rosecrans Ave #120 El Segundo, CA
Operating Partner- Terry McFarland, Present-Kevin Sedik
310.607.9062

February 2015-October 2017
4200 Conroy Road Orlando, FL
Operating Partner-Gil Aguilar
407.345.2888

April 2008-September 2011, November 2012-August 2014
423 North Orlando Avenue, Winter Park, Florida
Operating Partner- Luis Croce
407.622.1088

Provided exceptional service to our guests during there dining experience as well as delivering food and beverages in a timely manner.

• THE PARTY STAFF INC. Banquet Server
October 2017-Present
6464 W Sunset Blvd Unit 1110 Los Angeles, CA
323.933.7521

Working various events in different locations, setting up equipment, table linens, skirts, while replenishing any items as needed.

• KEKE'S BREAKFAST CAFE Trainer, Server
March 2014-September 2017
1032 Montgomery Road Altamonte Springs, Florida
Franchise Owners- Jose and Madeline Matheus
407.951.7770

Being responsible for opening and closing the Cafe, as well as abiding all sanitary requirements according to Corporate

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

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

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

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

E Scullery

D Queen Mary

A Cheffing Dish

G French Passing

B Russian Service

F Corkscrew

C Tray Jack

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

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)

E Used to hold a large tray on the dining floor

D Area for dirty dishware and glasses

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

F Used to open bottles of wine

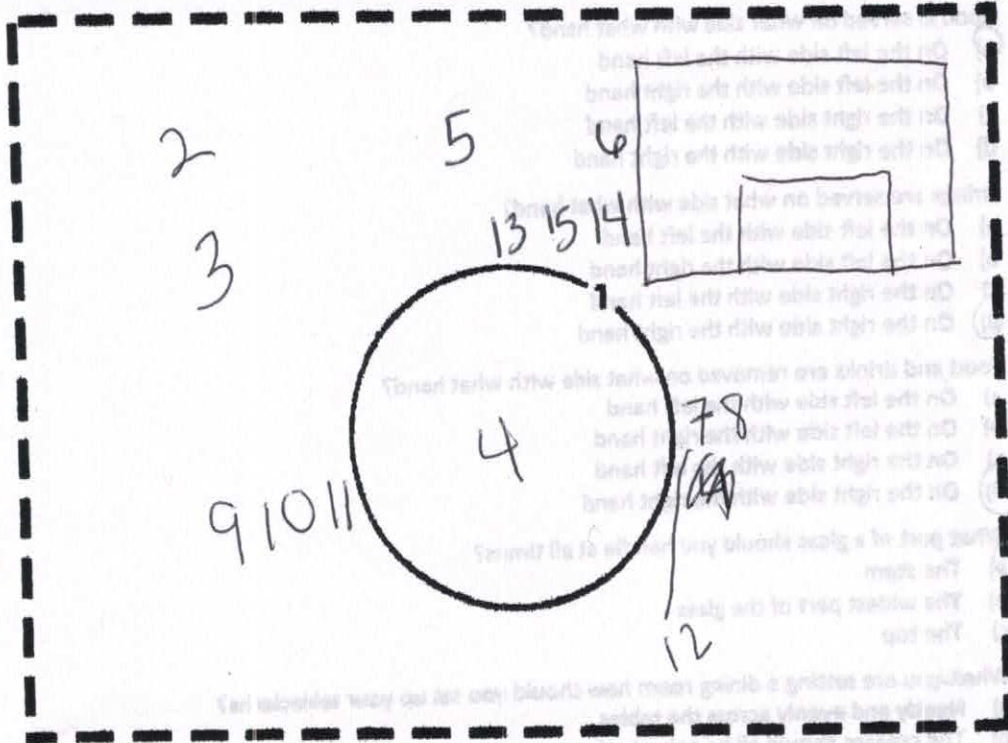
G Style of dining in which the courses come out one at a time

Name

Desiree Diano

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 4 ft inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar, creamer, stir stick
- Synchronized service is when: food is placed @ the same time
- What is generally indicated on the name placard other than the name? Table number
- The Protein on a plate is typically served at what hour on the clock? ✓
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
speak to the chef