

DJAY K. SMITH

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OBJECTIVE | Offering a friendly, professional and neat personality. Excellence in communication with guests of many different backgrounds and cultures. Exceptional knowledge of the service industry and the way it functions. Also very well at taking direction as well as giving and receiving constructive criticism.

SKILLS & ABILITIES |

- Well practiced skills in greeting guests, presenting menus, taking food orders and expediting them through the kitchen
- Strong understanding of serving food and tending to the guests needs, while making them feel as comfortable as possible
- Able to cash out guests, clear and clean tables and help with seating guests if necessary
- Comprehensive knowledge of setting up tables and refilling condiment containers and making sure sections is prepared
- Substantial knowledge of controlling guest checks and securing proper payment
- Able to perform general preparation work under the supervision of the restaurant manager, as well as the pressure of a fast paced environment
- Ability to maintain proper condition and sanitation of dining areas and servicing tools

EXPERIENCE | **[SERVER] PANORAMA IN THE BUFFALO MARRIOTT HARBOR CENTER**

DEC 2017 – APRIL 2018

95 Main St, Buffalo, NY 14202

(716) 852-0049

[SERVER] WILLIAM K

MAY 2016 – APRIL 2018

329 Erie St, Buffalo, NY 14202

(716) 852-0500

[SERVER] COLTER BAY

JUNE 2016 – SEPT 2017

561 Delaware Ave, Buffalo, NY 14202

(716) 436-5197

[SERVER] BUFFALO PROPER

JULY 2014 – MAY 2016

333 Franklin St, Buffalo, NY 14202

(716) 783-8699

[SHIFT MANAGER] IRVING CAFE

JULY 2013 – MAY 2014

88 Orchard St, New York, NY 10003

(212) 228-8880

[SERVER] BILLS BAR AND BURGER

AUGUST 2010 – MARCH 2013

22 9th Ave, New York, NY 10014

(212) 414-3003

EDUCATION | **AMHERST CENTRAL HIGH SCHOOL**, 4301 MAIN ST, AMHERST, NY 14226
GRADUATED WITH A REGENTS DIPLOMA IN 2008

References Available Upon Request

Name Dwayne (DWay) Smith

Servers Test

Score / 35

Multiple Choice

- A 1) Food is served on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- D 2) Drinks are served on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- D 3) Food and drinks are removed on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- A 4) What part of a glass should you handle at all times?
- The stem
 - The widest part of the glass
 - The top
- D 5) When you are setting a dining room how should you set up your tablecloths?
- Neatly and evenly across the tables
 - The creases should all be going in the same directions
 - The chairs should be centered and gently touching the table cloth
 - All of the above
- D 6) If you bring the wrong entrée to a guest what should you do?
- Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 - Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
 - Try to convince the guests to eat what you brought them
 - Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

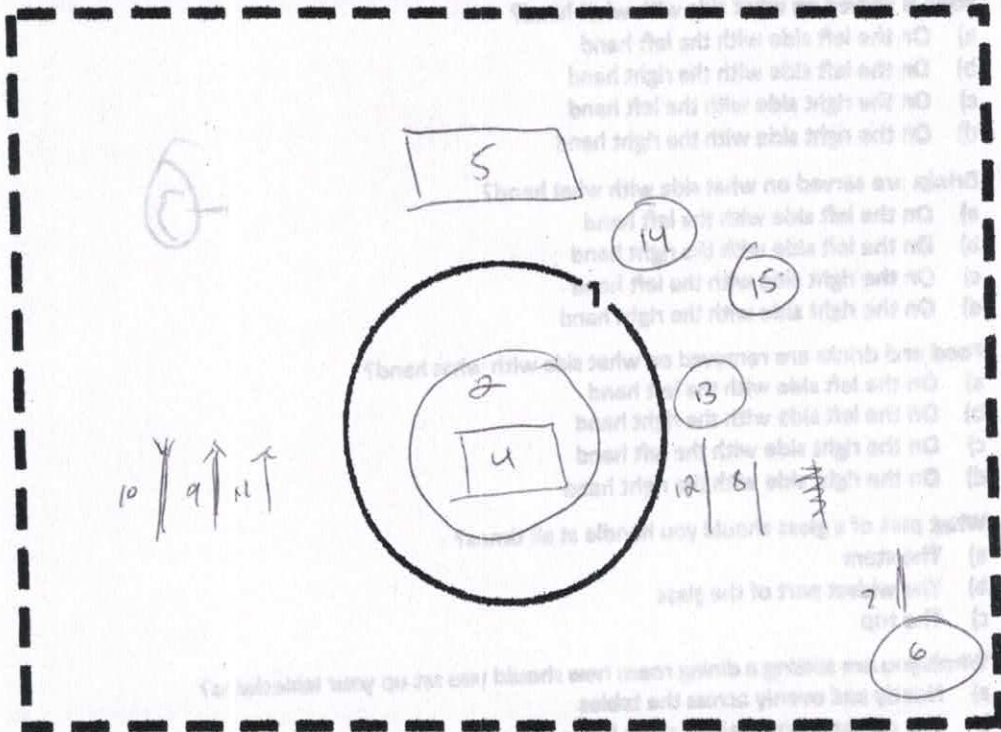
Match the Correct Vocabulary

- | | |
|--------------------------------|---|
| <u>D</u> A Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>C</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> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>G</u> French Passing | D. Area for dirty dishware and glasses |
| <u>B</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>E</u> Tray Jack | G. Style of dining in which the courses come out one at a time |

Name D Jay Smith

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 1 inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream/milk Sugar/spoon.
- Synchronized service is when: All the time
- What is generally indicated on the name placard other than the name? Company
- The Protein on a plate is typically served at what hour on the clock? 1
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Tell the Kitchen asap as well as the expeditor