

CHARLES ARIAS

6530 Independence Avenue Apt.310, Canoga Park, CA 91303 | C: 818-983-7981 | ariascharles@yahoo.com

Summary

I have extensive experience in restaurant management. With over a dozen years of being in the restaurant business, I have mastered the art of customer care and service. I am a team player and see myself as a role model for less experienced individuals by bringing passion and dedication to the work environment.

Skills

- Became the General Manager at the Reel Inn Malibu within one year's time.
- Lead the Reel Inn Malibu during its highest grossing year since it's opening in 1986.
- Was the head manager and waiter at Nicola's Kitchen prior to the Reel Inn Malibu.
- Dedicated team player.
- Extremely proficient in high stress environments.
- Loves bringing smiles to people's faces.
- Ready to contribute.

Experience

General Manager

11/2015 to 04/2018

Reel Inn Malibu

Malibu, CA

Being the General Manager at the Reel Inn Malibu is extremely demanding. A short list of responsibilities include, hitting financial goals, minimize spending, ordering for the establishment, employee scheduling, maintenance, training, delegation, customer satisfaction, keeping our food products consistent... I was basically in charge of everything and was responsible for everything. I always emphasized the link between the back of house, to the front of house, to the experience of our customers. This mentality successfully brought our proud team together and we truly did really big things together over the years.

Manager, Waiter

07/2005 to 01/2016

Nicola's Kitchen

Woodland Hills, CA

I was the top manager and waiter for years. I became responsible for every detail in the restaurant from the smallest detail to the biggest objectives. I also ran many catering events for the restaurants including multiple weddings, and funerals. I would also like to note my multiple requests for me by clients for multiple large catering parties.

Education and Training

High School Diploma

Calabasas High School

2004

Calabasas, CA, United States

Associate of Arts: General Studies

Santa Monica College (Main Campus)

Santa Monica, CA, United States

Evolutionary and Ecological Biology

California State University, Northridge

Northridge, CA, United States

I am currently a student at CSUN working towards my BS (bachelors of science). I am proud to report that I have passed top notch math, chemistry, physics, and biology classes.

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 1

A 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 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 Chafing Dish

C. Used to hold a large tray on the dining floor

B French Passing

D. Area for dirty dishware and glasses

G 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

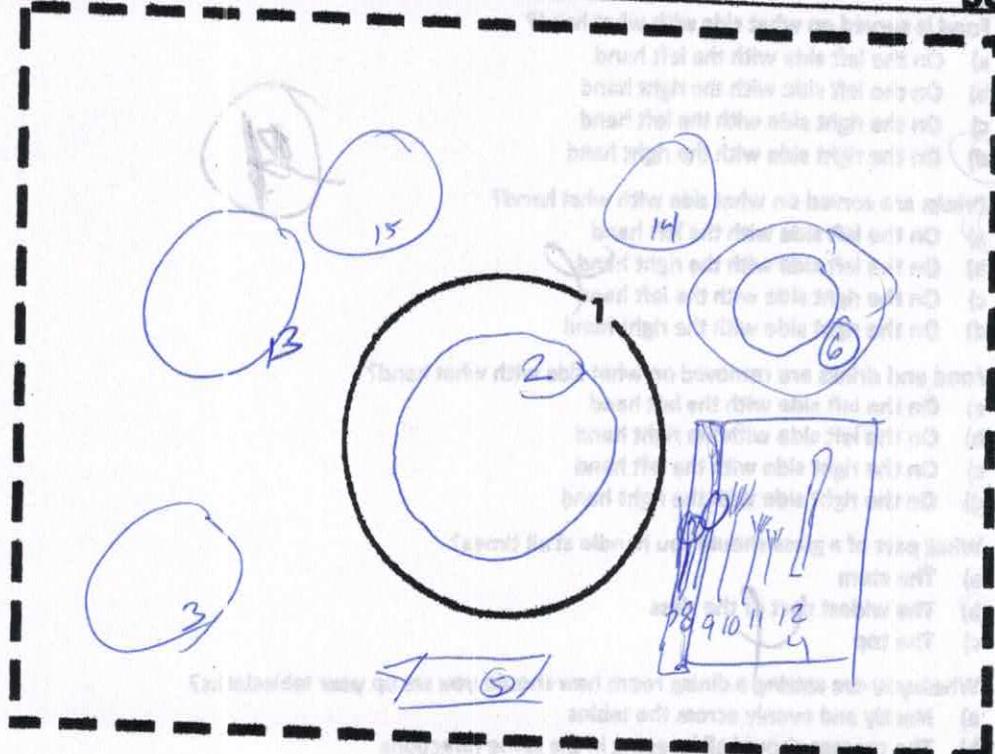
G. Style of dining in which the courses come out one at a time

Name _____

Charles Arrey

Servers Test

Score / 35



Draw a formal place setting containing all of the following:

1. Service Plate
2. Salad Plate
3. Bread Plate & Knife
4. Napkin
5. Name Place Card
6. Tea/Coffee Cup & Saucer
7. Teaspoon
8. Soup Spoon
9. Salad Fork
10. Dinner Fork
11. Dessert Fork
12. Dinner Knife
13. Water Glass
14. Red Wine Glass
15. White Wine Glass

Fill in the Blank

1. The utensils are placed _____ 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: _____ There are organized waves of various types of service.
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? _____ 10
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? _____ Inform them on what is available that can be brought to them with their specific diet restrictions in mind