

## **Maria L Murphy**

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### **OBJECTIVE:**

Team oriented seeking to obtain a challenging position, where my skills will be best utilized. Where I can succeed in a stimulating and challenging environment, building the success of the company while I experience advancement opportunities.

### **EDUCATION:**

Los Angeles City College

Los Angeles, CA

Sophomore

01/2017 - Present

Long Beach.H.S

Long Beach, CA

G.E.D

2006

### **SKILLS AND ABILITIES:**

Bilingual Spanish and English speaking. Have the knowledge to work with Quickbooks, Outlooks. Also have the knowledge to work with excel and powerpoint. Had the knowledge to make the employees schedules, and the knowledge to work around a shift with low staff. I can answer phone calls professionally and give good customer service. Maintain a "can do" attitude. Always arrive at work on time with a smile.

### **EXPERIENCE:**

Royal Prestige

Los Angeles, CA

Sale Representative

11/16 - Present

I get invited to possible clients home to sell products, goods and services to customers.



Shore Hotel

Los Angeles, CA

Waitress

09/15- 11/16

I would be setting up linens, silverware and glasses. Greet customers warmly and make sure they are comfortable. Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies). Take accurate food and drinks orders, using a POS, slips or by memorization. Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages. Communicate order details to the Kitchen Staff.

Cingular Staffing

Los Angeles, CA

Waitress

12/14 - 11/16

I would be assigned at any restaurant that need help for the day. I would be setting up linens, silverware and glasses. Greet customers warmly and make sure they are comfortable. Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies). Take accurate food and drinks orders, using a POS, slips or by memorization. Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages. Communicate order details to the Kitchen Staff.

Denny's

Vineland, NJ

Shift leader

11/12-11/14

Open and close registers for staff members, count register drawers, and resolve cash overages and shortages. Ensure the shift is adequately staffed. Develop and assign tasks to staff members, oversee completion of tasks. Resolve customer issues and approve exceptions to policy for coupons, returns. Train new hires and create development opportunities for experienced staff members. Provide recognition and constructive feedback throughout the shift as appropriate.



**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
- A 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**

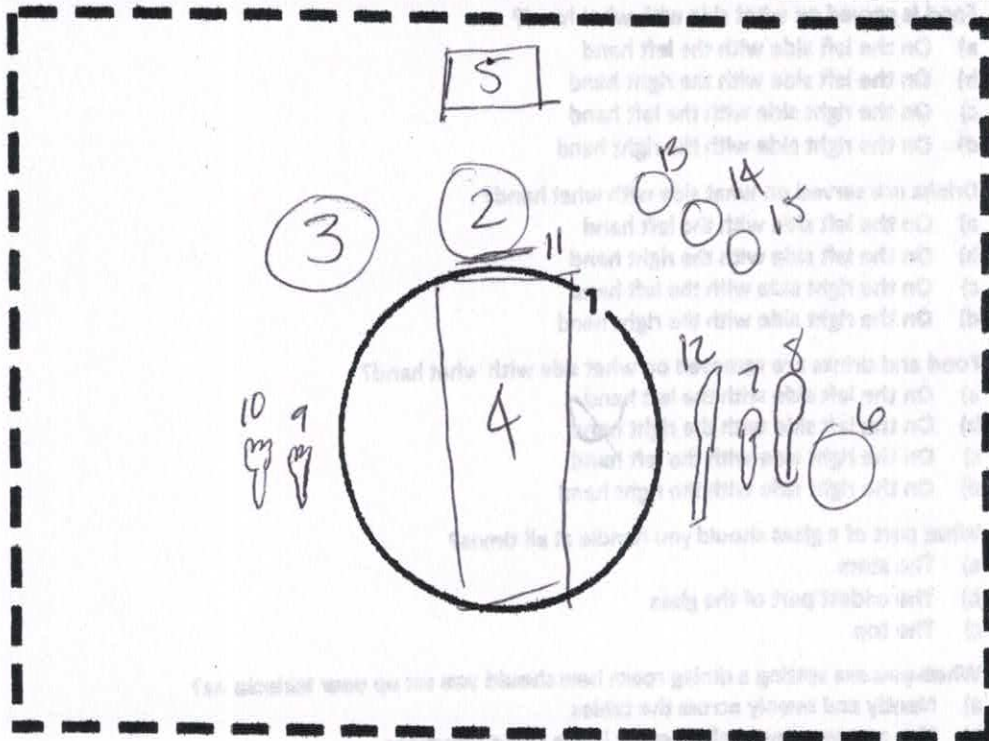
- |                          |   |
|--------------------------|---|
| <u>D</u> Scullery        | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</u> Queen Mary      | <u>B</u> Style of service where food is prepared or served individually at the dinner table 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   | <u>C</u> Used to hold a large tray on the dining floor  |
| <u>B</u> French Passing  | <u>D</u> Area for dirty dishware and glasses  |
| <u>G</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>F</u> Corkscrew       | <u>F</u> Used to open bottles of wine   |
| <u>C</u> Tray Jack       | <u>G</u> Style of dining in which the courses come out one at a time  |



Name Maria Murphy

## 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 12 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Honey, sugar, lemon, creamer.
- Synchronized service is when: all the tables get serviced at same time.
- What is generally indicated on the name placard other than the name? Any allergies or food preference.
- The Protein on a plate is typically served at what hour on the clock? at 6:00'clock.
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Go to the captain and get our accomodation