

IULIIA JULZ LOZOVAIA

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Summary

Organized, independent worker with strong time management skills. Detail-oriented and able to learn new tasks quickly and effectively, team player. Hardworking, punctual, non – smoking and highly motivated person. Experienced server bringing enthusiasm, dedication and an exceptional work ethic. High energy and outgoing with a dedication to positive guest relations.

Highlights

- Highly responsible and reliable
- upbeat, outgoing and positive
- friendly and kind
- listens attentively
- openly express ideas
- motivates others
- make decision
- communication and team skills
- strong customer service skills
- bartending experience
- resourceful and self-motivated

Certification

- ABC Bartender School Miami

Experience

2017 October – 2018 May **Hostess and busser**
Hard Rock Café -- **South Lake Tahoe, CA**

- Prepared tables for customer use, including rearranging seating and tables to accommodate large groups
- Train new host
- Manage in-person and telephone guest inquiries, customer service
- Wiped down and clean tables, chairs and dining area
- Work with wait staff to handle all customer needs

2017 February – June **Server**
Stateline Brewery -- **South Lake Tahoe, CA**

- Delivered friendly and fast service
- Answered questions about menu selection, and made recommendations when requested
- Collect payments and balance transactions with receipts
- Regularly checked on guests to ensure satisfaction with each food and beverages

2016 February - September **EXPO and server**
Blue Angel Cafe -- **South Lake Tahoe, CA**

- Greeting new guest to table and give information about specials, place water on table
- Rearrange tables for big group
- Assisted with banquet setups for special events
- Taking orders, ensured high guest check averages by suggesting and selling additional food and beverage items

- Respond inquiries regarding meal preparation and service
- 2014 July – 2014 August Bartender and bar back Hard Rock Casino “Passion” night club -- Miami, FL**
- Stocked and managed bar supplies and equipment
 - Cleaned tables and assisted bartender with general duties
 - Cleaned and stocked glassware, assisted with beverage service and transported dishes to the kitchen
 - Greet newly seated guests in a friendly and timely manner, make easy drinks
 - Maintain a positive working relationship with fellow staff and management

2014 February – 2015 March Server Finnegan’s Way -- Miami Beach, FL

- Skillfully anticipate and addressed guests service needs
- Assist guest with making menu choices in an informative and helpful way
- Effectively communicate with kitchen staff regarding customer allergies, dietary needs and other special requests

Languages

- 1) English
- 2) Russian (fluency in reading/writing/speech, high level of comprehension and ability to actively participate in working activities executed in Russian if required)

Education

Tomsk State University of control system and radioelectronics 2012
Bachelor of technology : Faculty of innovation technologies Tomsk, Russia

References are available on request

Name Iuliia Iorovaia**Servers Test**

Score / 35

Multiple Choice

- C 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

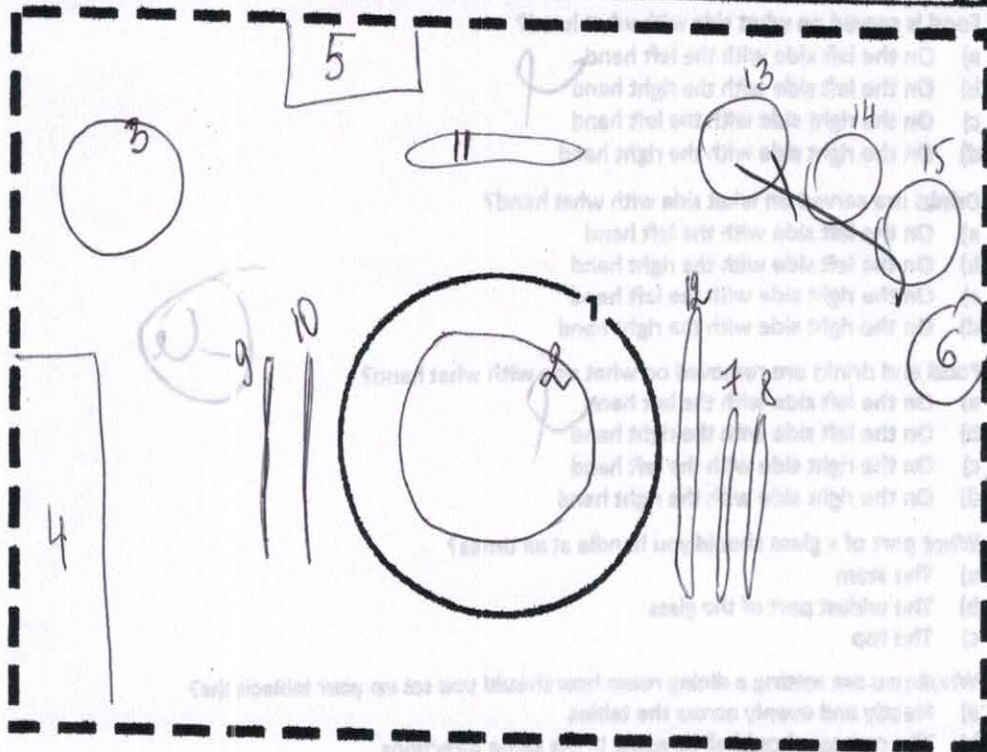
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>E</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>D</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>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 Iuliana Iovovaia

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 Y inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? immediatly
- Synchronized service is when: a few servers take care of table at same time
- What is generally indicated on the name placard other than the name? allergy
- The Protein on a plate is typically served at what hour on the clock? 9 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
bring special menu