

Marlen De Silva
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CAREER OVERVIEW

With a plethora of skills and experience gained from working in the hospitality industry for the past 8.5 years, I am now looking to advance my career. Positions ranged from Senior Restaurant Manager to Executive Personal Assistant have enabled me to perfect building client relationships, training others, cost management, event planning and more. Finding a position in which there is room for growth where I can showcase my overachieving personality and proactive tenacity to take initiative is where I feel I will thrive.

CORE COMPETENCIES

- Outgoing Personality
- Bartending Knowledge
- Team Building
- Event Planning
- Time Management.
- Floral Design
- Photography
- Relationship Skills

EXPERIENCE

Personal Assistant to Mrs. Brittany Nuvoletta, Beverly Hills, CA November 2016 – March 2018

- My duties included grocery shopping, arranging luncheons/dinner parties, some handyman duties around the house, light cooking, managing household expenses, managed all the new technology to make the home a 'smarthouse', taking care of their cavalier king charles spaniel, and occasionally babysitting Mrs. Nuvoletta's now 5 year old daughter.

Staffed INC. Los Angeles, CA

June 2017 - Current

Brand Ambassador

- Represented major brands such as American Express, Louis Vuitton, Samsung, Perrier-Jouet Champagne, Guilt City, and Saks Fifth Avenue

The Bazaar by Jose Andres, Beverly Hills, CA

January 2017 - Current

Part Time Host

- Created a perfect first impression on all guests entering the restaurant
- Provided exceptional guest experiences through excellent customer service
- Controlled the flow of work in the room: seating guests in station rotation, maintaining guest lists, following / enforcing restaurant standards,
- Handled reservation book, took incoming telephone calls, noted reservations and special requests by guests

SEL, Scottsdale, AZ

March 2016 – September 2016

Manager/ Server

I had the pleasure of continuing to work with Chef and Owner Branden Levine. I partake in all of the front of the house duties. Working at SEL has broadened my knowledge of fine cuisine and wine as a result of their menu changing every 2 weeks.

Cafe Monarch, Scottsdale, AZ

January 2014 –October 2015

Evening Server

My passion for art fine dining cuisine has amplified while working at Monarch with Chef Branden Levine. I provided excellent service while guiding guests to different menu options and wine pairings. Monarch has received many awards and was just recently ranked #1 of 925 restaurants in Scottsdale.

Arcadia Farms LTD., Scottsdale, AZ

January 2013 – March 2016

Manager/ AM Server/ Owner's Personal Assistant

I oversaw all aspects of this company. Created, developed and implemented all formalized operational systems and procedures including employee handbook, flow charts, forms, check-lists, server/bartender/kitchen associate job descriptions and incentive programs. To ensure we had seamless operations during the event I met with all the clients. I planned all buffet layouts and room arrangements. I also prepared all financial details, receipts, and billing. I have directed large set ups for weddings, birthdays, and special events.

Paradise Valley Country Club, Paradise Valley, AZ

August 2012 – May 2013

Seasonal Banquet Server

As a part time banquet server, my duties depended on the event ranging anywhere from mixing cocktails and presenting wines for high-volume events, serving plated dinners, bussing, setting up tables and decorations for weddings and high-volume events.

The Heard Museum, Phoenix, AZ

February 2012

–January 2013

Banquet Manager, The Courtyard Café

I manage guest relations and a staff of 7 servers. I par take in all aspects of the restaurant such as running food, taking orders, bussing tables, taking takeout orders, maintain food quality, and closing duties.

Westminster Village, INC., Scottsdale, AZ

March 2011 – January 2012

Manager, Donnelly's Fine Dining Restaurant

I employ an efficient, high-energy and professional approach to promote guest satisfaction to steadily repeat business. I directed general restaurant operations as well as monitor food quality and staffing requirements to ensure a positive dining experience for every guest. When it is needed, I show initiative and cooked table side entrees daily for the guests as well as Bar-tending.

EDUCATION

Le Cordon Bleu Los Angeles, Pasadena, California

Associate of Occupational Studies Degree in Culinary Arts, November 2010

Le Cordon Bleu Scottsdale, Scottsdale, Arizona

Bachelor of Arts in Hotel Restaurant Management, July 2014

References

Josh Huleisy (312)508-8631

The Bazaar by JoseAndres

Brittany Nuvoletta (310)926-3670
Rebekah Howard (562)644-9144
Alexia Vasilakis (480)225-3632

Culver City Unified School District
SEL

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

D Scullery

E Queen Mary

A Cheffing Dish

B French Passing

G Russian Service

F Corkscrew

C Tray Jack

K 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)

C Used to hold a large tray on the dining floor

D Area for dirty dishware and glasses

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

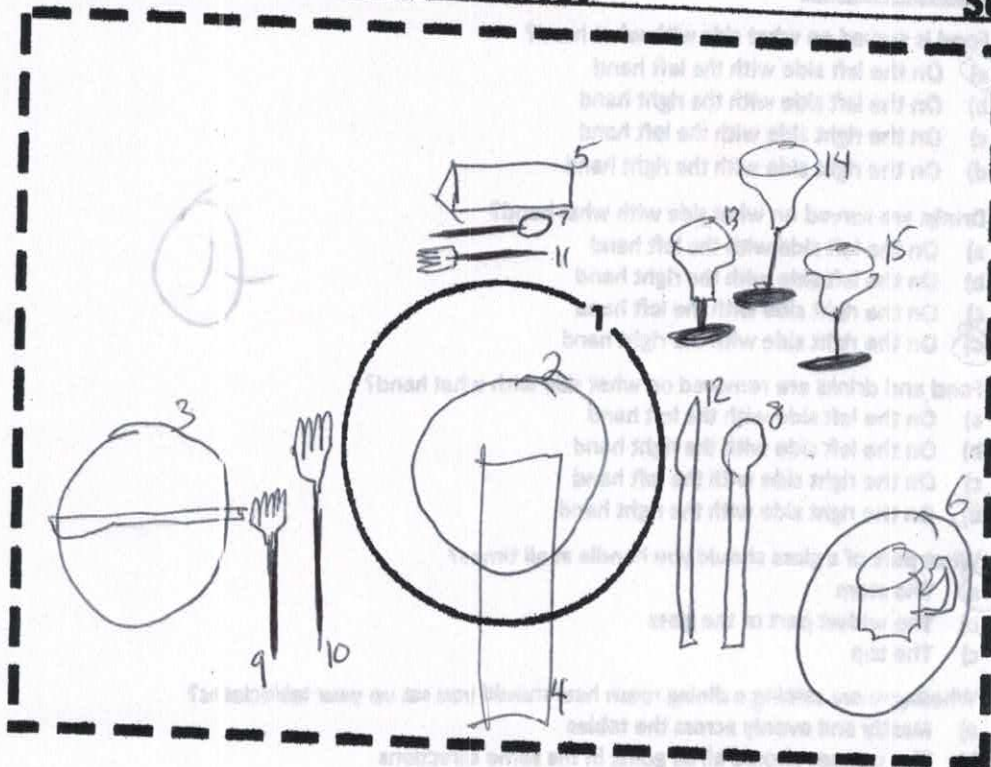
F Used to open bottles of wine

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

Name Martin De Silva

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 in _____ inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, Creamers
- Synchronized service is when: everyone at the table is served at the same time
- What is generally indicated on the name placard other than the name? protein / meat choice
- The Protein on a plate is typically served at what hour on the clock? 3 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? tell the kitchen / expediter immediately