

MARIE MICHAELS

743 North Avenue 66
Los Angeles, Ca. 90042

Skills Summary

I have over 15 years waitressing experience as well as management experience in the restaurant field.

Education

St Cyril's, Encino, Ca
Our Lady of Corvallis, Studio City, Ca
California Preparatory, Sherman Oaks, Ca
Los Angeles Valley College, North Hollywood, Ca.

Degree / Date of Graduation

Associate of Arts degree Los Angeles Valley College 1989

Experience

I have worked in restaurant field for over 15 years? I started off as cashier/ hostess. Started serving tables about a year later.

I have experience in banquets, 5 star dining and catering, as well as serving.

Marie Callender's Sherman Oaks, Ca

Cashier/hostess 1988

Server 1989-92

Marie Callender's Las Vegas, Nevada, Ca

Server 1992-93

Assistant manager 1993-4

Marie Callender's Phoenix, Arizona

Server 1994-97

Continued next page.....

MARIE
MICHAELS

Los Angeles, CA 90043
Tel: (213) 475-1234

Skills Summary

I have over 12 years of professional experience in the field of marketing and advertising. I am a highly motivated individual with a strong background in sales and customer service. I am also a team player and a good communicator.

Education

Los Angeles Valley College, North Hollywood, CA
Bachelor's Degree in Marketing
California State University, Northridge, CA
Bachelor's Degree in Business Administration
University of California, Los Angeles, CA
Bachelor's Degree in Business Administration

Work Experience

Associate of Arts Degree Los Angeles Valley College 1989

Experience

I have worked in various positions in the field of marketing and advertising for over 12 years. I have been responsible for developing and implementing marketing strategies, creating advertising campaigns, and managing client accounts. I have also been responsible for sales and customer service. I have a strong background in sales and customer service, and I am a team player and a good communicator.

Marie Colander's Sherman Oaks Co

Contractor 1991
Sales 1992-93
Marie Colander's Las Vegas, Nevada, CA
Sales 1993-94
Assistant Manager 1994-95
Marie Colander's Sherman Oaks
Sales 1994-95
Contractor 1996-97

Cocos Phoenix,AZ

Server 1997-98

Marie Callender's. Paradise Valley , Ca.

Server 1998-03

Special Event Staffing Pasadena,Ca.

Server June 2017 to now

Awards and Acknowledgements

Scholarships to Otis Parsons 1987

Coastal Phenix, AL

Summer 1951-52

Marsh College's Florida Valley, CA

Summer 1958-59

Special Event Station, Pasadena, CA

Summer June 2017 to now

Awards and Acknowledgements

Acknowledgements to Offshoots 1987

Name

Mane Michaels**Servers Test**

Score / 35

Multiple Choice

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

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

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

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

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

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

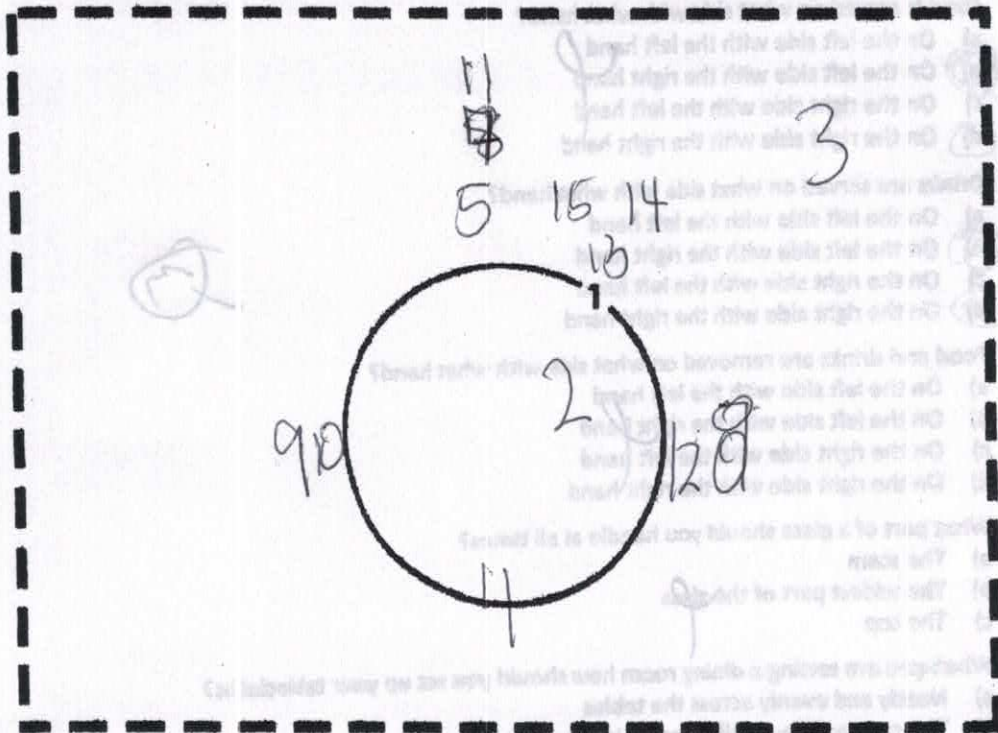
Match the Correct VocabularyD SculleryE Queen MaryA Chaffing DishF French PassingG Russian ServiceB CorkscrewC Tray JackA Metal buffet device used to keep food warm by heating it over warmed waterB Style of service where food is prepared or served individually at the dinner table to fit the customer's 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 floorD Area for dirty dishware and glassesE Large metal shelving unit for prepared food to be held or for dirty trays to be storedF Used to open bottles of wineG Style of dining in which the courses come out one at a time

Name

Name Michaels

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 at the edge inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream sugar
- Synchronized service is when: team of 5 serves 2 seats at a time (Bullet service)
- What is generally indicated on the name placard other than the name? order
- The Protein on a plate is typically served at what hour on the clock? bottom (ce)
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
tell chef team