

Tonya "Magdalena" Lewis

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Objective: Obtain employment in Hospitality to utilize my customer service expertise.

Qualifications

- 10+ years of professional Hospitality customer service experience
- Set-up, clean-up and served 7,000 people Google Expo Shoreline 2018
- Set-up, clean-up and served 1,800 people for Crohn's Disease Marathon 2014
- Set-up, clean-up and served 1,770 people for Breast Cancer Walk/Run 2013
- Single handedly assembled 1,800 orders in a seven hour shift
- Current California Food Handler's Card
- Safety-conscious, detail-oriented and quick learner

EMPLOYMENT HISTORY

Labor Ready/ Various Staffing Agencies

2011- Present

• Chef Laura and Eric Lee	Server, Chefs Assistant	Sonoma/Napa Cty
• ACT Catering	Food Prep, Server	Berkeley, CA
• Matanzas Creek Winery	Bar Back, Customer Service	Santa Rosa, CA
• Ovations	Bar Back, Runner	Santa Rosa, CA
• Eurest Dining	Dishwasher, Food Prep, Catering	Santa Rosa, CA
• Double Tree Hotel	Banquet Server, Dishwasher	Rohnert Park, CA
• Adesa Auction	Lot/Auction Driver	Chandler, AZ
• Laser Lite	Small Parts Assembly	Cottonwood, AZ

Self Employed Jazz/Blues Performer

1995-Present

• Sweet T's	Santa Rosa, CA
• Café Du Nord	Santa Rosa, CA
• Café Deluxe	San Francisco, CA
• Club Mecca	San Francisco, CA
• Fog town Network	San Francisco, CA
• Enrico's	San Francisco, CA
• Café Esplanade	New Orleans, LA
• Bourbon Street	Amsterdam, Holland

Education

City College San Francisco, CA

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Volunteer

Sutter Hospice Thrift Store

Santa Rosa, CA

Servers Test

Multiple Choice

R 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

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

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 dinning 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

C 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 Chaffing Dish

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

G French Passing

- D. Area for dirty dishware and glasses

B 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