

Francesca Agati

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Summary

- Courteous professional server and hostess.

~~Guest Relations~~

Focused, confident Server and event hostess successful at multi tasking and delivering prompt friendly service to all guests at event or private parties. Maintains a positive attitude and practical calm demeanor during peak hours.

Skills

- Courteous, charming professional manner
- Guest relations professional
- High energy
- Committed team player
- Luxury guest services
- Adaptability and responsiveness
- Quick problem solver
- Attention to detail (for example knowing which foods are sensitive for food allergies)

Experience

Patina Catering

January 2015 to Current

Server

Los Angeles, CA

- Consistently provided friendly, professional service.
- Set dining tables according to event and service standards
- Demonstrated genuine hospitality when greeting and establishing rapport with guests
- Served beverages, canapés, etc at private parties and events
- Maintained high standards of cleanliness and sanitation
- Bussed, clearer, cleaned and set tables etc in a quiet and efficient manner
- Displayed enthusiasm and care when learning menus and informing guests of details of food ingredients
- Assisted co workers where possible
- Effectively listened and clarified guests concerns
- Continually monitored service, safety, well being of guests
- Assisted bartenders when needed
- Served guests to a high standard following correct protocol from team leader
- Received frequent compliments going above and beyond normal duties
- Conversed with high profile celebrities and attended to their needs in a professional way

Several companies including Tru Celebrations

January 2015

Server at private high profile parties

Los Angeles , CA

Education and Training

Surrey University

Bachelor of Arts: Drama and English

Surrey

References

Cristi Earnshaw 818 4814909

Diana Holdtidge. Manager at Patina Catering. diana@thekitchen.net

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 VocabularyDE SculleryE Queen MaryA Chafing DishG French PassingB Russian ServiceF CorkscrewC Tray Jack

- A. 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