

Vincent F. Russo  
1045 Locust Street, Pasadena, CA 91106  
323.907.2025  
vrussola@gmail.com

## **PROFESSIONAL SUMMARY**

A food service and sales professional who is highly effective at anticipating and accommodating guest/customer needs. Over 8 years of experience working for leading Boston restaurants, several of them helmed by James Beard winning best Chefs (North East); Todd English & Chris Schlesinger. Customer-oriented server with excellent interpersonal and communication skills. Maintains a positive attitude and sense of humor in fast paced and demanding environments while delivering prompt and friendly service.

## **HIGHLIGHTS**

- Deep knowledge, combined with enthusiastic passion for great food, food trends and craft cocktails
- Organized and efficient server
- Quick problem solver
- Excels at upselling appetizers, specialty beverages, and desserts to increase guest check averages.

## **RELEVANT SERVER EXPERIENCE**

Cynthia Brooks Distinctive Catering, Pasadena, CA May 2018-To Present  
The Cheese Cake Factory, Old Town, Pasadena, CA March 2018 – To Present  
Providence Restaurant, Boston, MA/ September May 2006 – October 2008  
East Coast Grill, Cambridge, MA/ October 2006 – April 2003  
Michela's Restaurant, Boston, MA/ February 2000 – April 2003

## **Professional Job History**

Sotheby's, Residential Sales, West Hollywood, CA/ January 2008 – April 2017

## **Education**

St. John's University, Queens, NY  
*Bachelor of Science in Communications, May 1998*

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## PROFESSIONAL SUMMARY

A food service and sales professional who is highly effective at anticipating and accommodating guest/customer needs. Over 8 years of experience working for leading Boston restaurants, several of them helmed by James Beard winning chef (Nori Oh); Todd English & Chris Scheninger. Customer-oriented server with excellent interpersonal and communication skills. Maintains a positive attitude and sense of humor in fast paced and demanding environments.

## HIGHLIGHTS

- Deep knowledge, combined with enthusiastic passion for great food, local trends and craft cocktails
- Organized and efficient server
- Quick problem solver
- Excellent up-selling abilities, specialty beverages, and game to increase guest check average

## RELEVANT SERVER EXPERIENCE

Crush Breaks Distinctive Catering, President, CA May 2018 - Present  
The Cheese Cafe Factory, Old Town, Pasadena, CA March 2017 - To Present  
The Cheese Cafe Factory, Old Town, Pasadena, CA September 2016 - October 2016  
East Coast Grill, Cambridge, MA October 2016 - April 2017  
Michael's Restaurant, Boston, MA February 2017 - April 2017

## Professional Job History

Godfrey's, Residential Sales, West Hollywood, CA January 2017 - April 2017

## Education

St. John's University, Queens, NY  
Bachelor of Science in Communications, April 1998

Name

Vince Russo

## Servers Test

Score / 35

Multiple ChoiceA

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

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

B

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 VocabularyD

Scullery

E

Queen Mary

A

Chaffing Dish

G

French Passing

B

Russian Service

F

Corkscrew

C

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

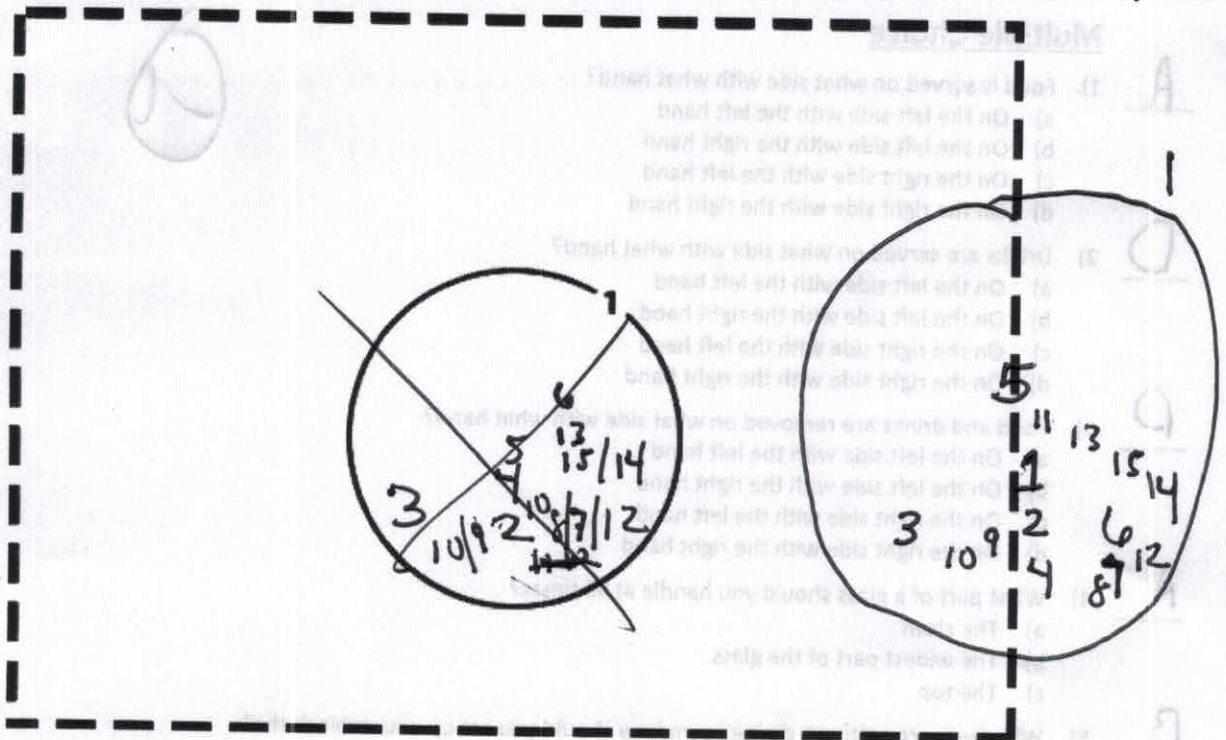


Name

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## 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 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream & Sugar
- Synchronized service is when: The team works in tandem
- What is generally indicated on the name placard other than the name? Table / Seat #
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Notify Mgr / Head Captain