

Enrique Jacobo

643 N Hill Pl, Los Angeles CA 90012 | (805) 345-7446 | enriquejacob07@gmail.com

Work Experience

USC Bookstore: Supplies Department

Los Angeles, CA

Assistant Buyer / Customer Service

Nov 2014 – May 2018

- Managed communication with various suppliers concerning routine and special orders
- Authorized and approved restricted product information for department
- Supervised and monitored new recruits
- Allocated tasks independently to new recruits
- Provided customer service
- Answered phone calls on customer inquiries
- Cashier experience (4+ years)
- Worked in retail and stocked product on a daily basis

USC Marshall Data Systems and Applications

Los Angeles, CA

Software Developer - Intern

Aug – Dec 2016

- Organized test cases to troubleshoot, identify and fix website interface errors
- Authored user guides for students and staff to comprehend the use of the USC Marshall application portal

Santa Maria Parks and Recreation

Santa Maria, CA

Parks Employee

May 2016 – July 2016

- Occasionally lifted 40+ lbs of weight worth of woodchips to apply to playgrounds
- Mild labor consisted of planting trees, fixing broken pipelines, and attaching fences to tennis courts
- Cleaned parks, levees and public grass areas

Education

University of Southern California – Viterbi School of Engineering

Bachelor of Science, Mechanical Engineering

May 2018

Organizations

USC Trojan Marching Band – Drumline Section Leader

Aug 2014 – Present

- Coordinated practices, social events, and paid gigs with band leadership and drummers
- Required to be 24/7 on call for any last-minute gigs or events that need to be booked
- Oversaw recruitment and training of new and current drumline members
- Performed on shows such as the Ellen DeGeneres Show, Jimmy Fallon, James Corden, and more

USC Aero Design Team

Jan 2016 – Dec 2017

- Constructed impact-absorbing airplane housing using light-weight materials for competition

Skills

- Customer Service (in-person, emails, over-the-phone) / Microsoft Word / Microsoft Excel / Microsoft PowerPoint / Leadership (USC Drumline)

Interests

- Percussion, Piano, Guitar, Literature, Fitness, Vegetarian Cuisine

Enrique Jacobo

643 N Hill Pl, Los Angeles CA 90012 | (805) 342-7446 | enriquejacob@gmail.com

Work Experience

USC Bookstore / Supplier Department
Assistant Buyer / Customer Service
Nov 2014 - May 2018
Los Angeles, CA

- Managed communication with various suppliers concerning routine and special orders
- Authorized and approved restricted product information for department
- Supervised and monitored new recruits
- Allocated tasks independently to new recruits
- Provided customer service
- Answered phone calls on customer inquiries
- Cashier experience (4+ years)
- Worked in retail and stocked product on a daily basis

USC Marshall Data Systems and Applications
Software Developer - Intern
Aug - Dec 2016
Los Angeles, CA

- Organized test cases to troubleshoot, identify and fix website in-house errors
- Authored user guides for students and staff to comprehend the use of the USC Marshall application portal

Santa Monica Parks and Recreation
Parks Employee
May 2016 - July 2016
Santa Monica, CA

- Occasionally lifted 40+ lbs of weight worth of woodchips to set up to playgrounds
- Mill labor consisted of planting trees, fixing broken pipelines, and attaching fences to tennis courts
- Cleaned parks, lawns and public grass areas

Education

University of Southern California - Viterbi School of Engineering
Bachelor of Science, Mechanical Engineering
May 2018

Organizations

USC Trojan Marching Band - Drumline Section Leader
Aug 2014 - Present

- Coordinated practices, social events, and paid gigs with band leadership and drummers
- Required to be 24/7 on call for any last-minute gigs or events that need to be booked
- Oversaw recruitment and training of new and current drumline members
- Performed on shows such as the Ellen DeGeneres Show, Jimmy Fallon, James Corden, and more

Jan 2016 - Dec 2017

USC Astro Design Team

- Constructed impact-absorbing airplane housing using light-weight materials for competition

Skills

- Customer Service (in-person, emails, over-the-phone) / Microsoft Word / Microsoft Excel / Microsoft PowerPoint / Leadership (USC Drumline)

Interests

- Percussion, Piano, Guitar, Literature, Fitness, Vegetarian Cuisine

Multiple Choice

- b 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
- b 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
- b 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 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

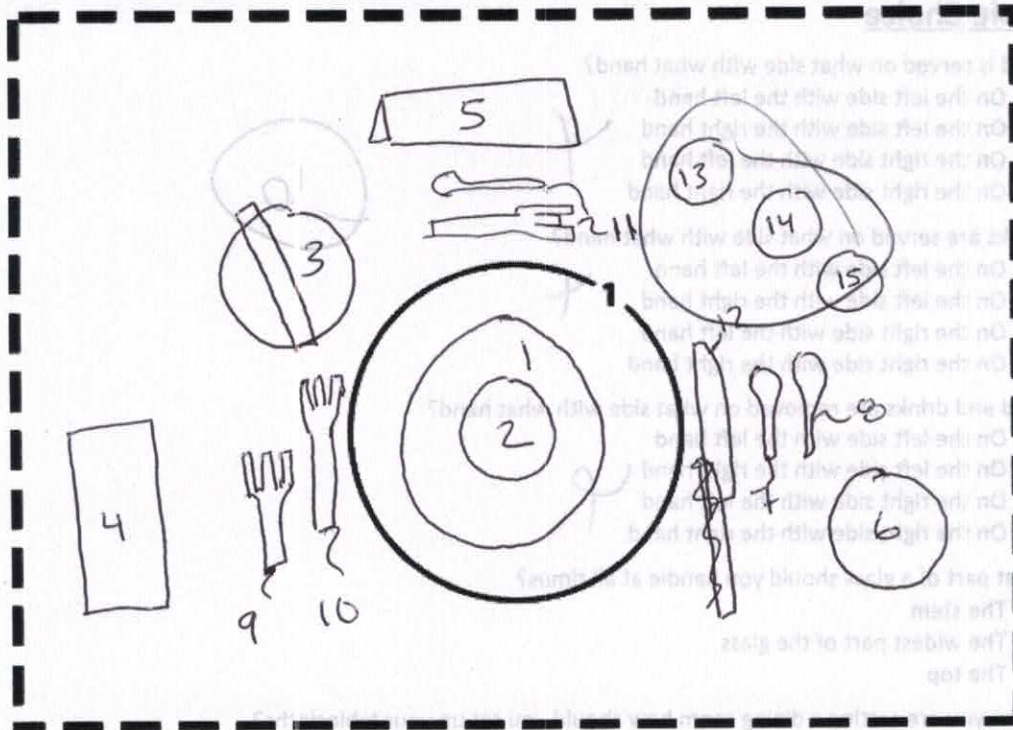
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | A Metal buffet device used to keep food warm by heating it over warmed water |
| <u>B</u> 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) |
| <u>A</u> Chaffing Dish | C Used to hold a large tray on the dining floor |
| <u>E</u> French Passing | D Area for dirty dishware and glasses |
| <u>G</u> Russian Service | E Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F Used to open bottles of wine |
| <u>CE</u> Tray Jack | G Style of dining in which the courses come out one at a time |

Name _____

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 _____ inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar, milk
- Synchronized service is when: all guests are served at the same time using the necessary amount of waiters/waitresses
- What is generally indicated on the name placard other than the name? Seat number/table
- The Protein on a plate is typically served at what hour on the clock? 4-5
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Take note of it and let them know that they will ask the chef, if the chef cannot make the special order happen then ask what type of special accommodation orders he/she can make.