

Johnny Guzman

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EXPERIENCE

Hollister Co. ,Montebello Mall — *Brand Representative*

SEPTEMBER 2016 - JANUARY 2017

A chill environment with a good, welcoming vibe, that's inviting to customers, which has helped develop communication skills with associates as well as shoppers.

Certified Electrical, Whittier, CA -*Customer Service*

March 2017-January 2018

Working in customer service has exposed me to different types of people and attitudes which has bettered my communication skills. It was a laid back environment where you are responsible for what is assigned to you and efficiency is key.

The Rollin Hero, Los Angeles, CA- *Server*

June 2018-Current

Serving company that caters to weddings, private parties, high end events as well as summer camps working here has allowed me to interact with different guests of all ages and improve my work ethic.

Availability

Monday: full availability

Tuesday: full availability

Wednesday: full availability

Thursday: full availability

Friday:full availability

Saturday:full availability

Sunday: full availability

SKILLS

Knows how to communicate well with other.

Works well under pressure and busy circumstances.

Very interactive and welcoming.

Good at greeting people and making them feel comfortable in the environment.

Fast learner and eager to succeed.

LANGUAGES

English

Multiple Choice

A 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

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 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 VocabularyD Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E 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

B 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

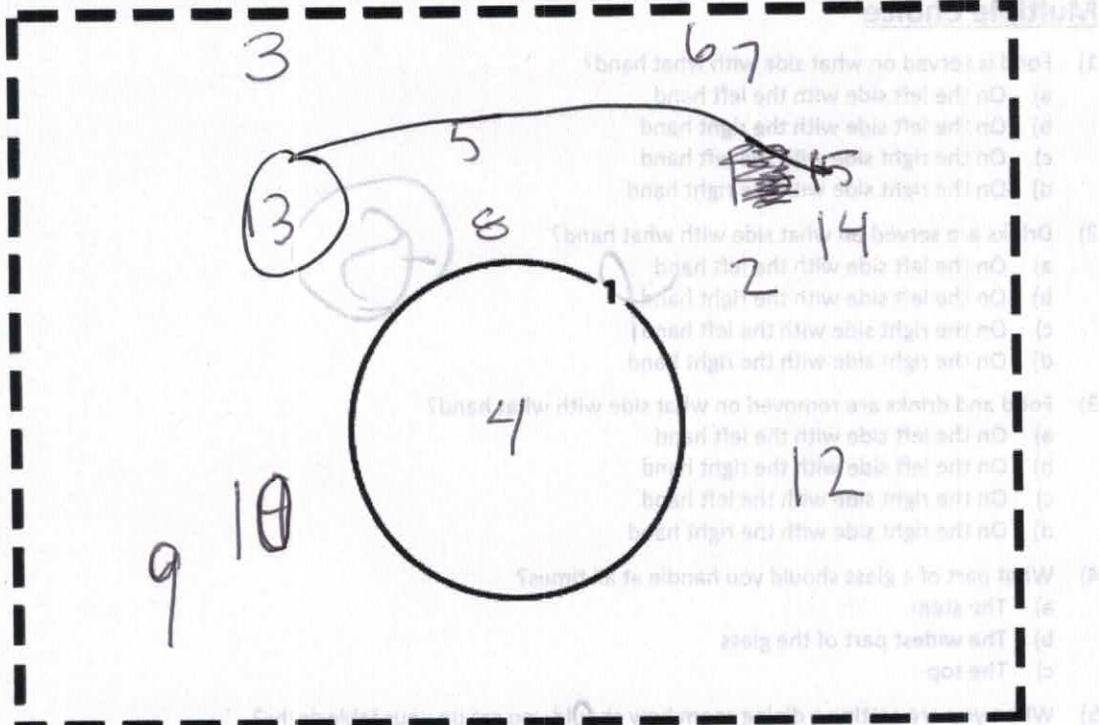
Johnny Gorza

Name _____

Score _____

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

1. The utensils are placed half an " inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? _____

3. Synchronized service is when: You and your group work as one.

4. What is generally indicated on the name placard other than the name? Table number for food type

5. The Protein on a plate is typically served at what hour on the clock? 4

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Go to a lead or the kitchen.