



Bobby E. Woolfolk Jr. (BJ)

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Objective

Reliable and adaptable hard worker with an agreeable disposition and a stellar customer service ethic. An amazing multitasker with abilities to handle a number of workplace responsibilities with accuracy and efficiency.

Experience

Server - Yardhouse (2018 - present)

- Work efficiently as a team to provide over the top customer service, to ensure the customer will return at a later date.
- Review guests dietary restrictions, food allergies/ preferences to ensure a safe and delightful experience
- Perform sales floor work, such as greeting or assisting customers, stocking shelves or taking inventory.

Receptionist - CruBox (October 2017 - April 2018)

- Maintained the front desk and reception area in a neat and organized fashion
- Served as central point of contact for all outside guest and newcomers to gain access and information about the program
- Sat in on meetings to transcribe notes
- Greeted all visitors with a kind greeting, and always had a smile on my face.
- Answered all incoming calls

Server/Bartender/Food Runner - PF Chang's (January 2017 - March 2018)

- Significantly increased guest check averages by promoting appetizers, specialty items, and wine selections.
- Responsible for providing an excellent and upbeat dining experience
- Helped aid all my co-workers if seemed to need a hand.

Education

University of Maine (2014 - 2016)

- Student - Athlete
- Very Organized with my work

Delran High School (2010 - 2014)

- Completed high school.
- Honors Student

Interests and Activities

- Cooking
- Swimming
- Acting/Modeling
- Hair Styling

*Cleaning/Organizing

References

References are available upon request.

Multiple Choice

C. 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

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

B. 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

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

G. French Passing

D. Area for dirty dishware and glasses

B. Russian Service

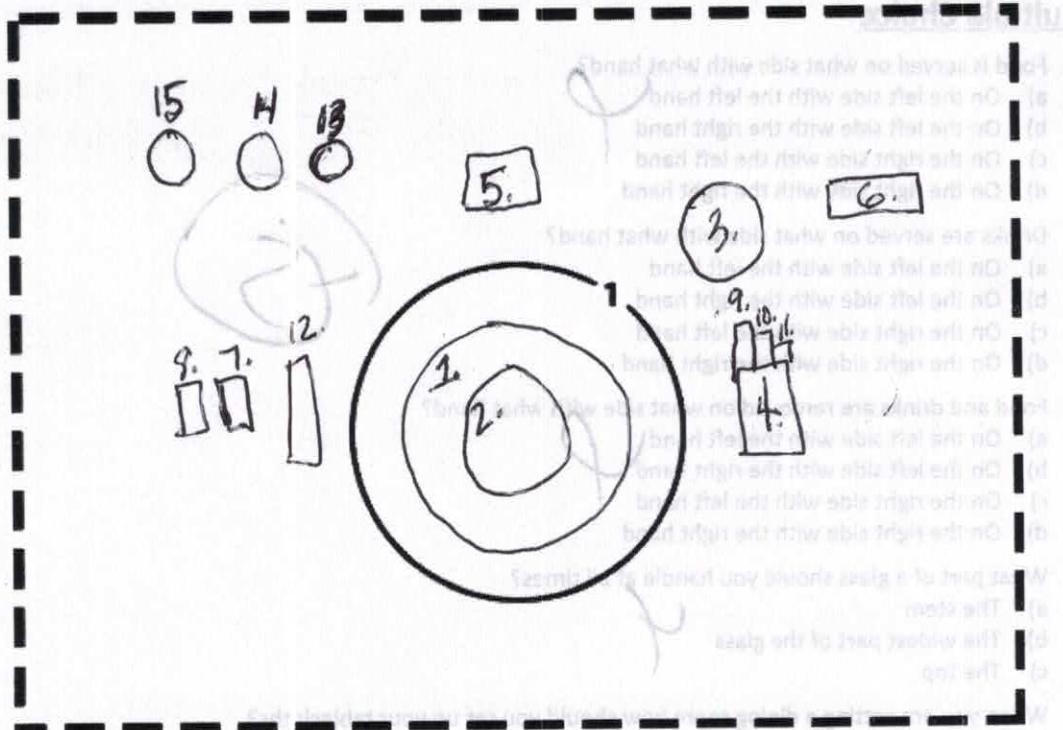
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

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



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 2 inches inch(es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar and Cream
3. Synchronized service is when: Every guest's dish is placed in front at the same time
4. What is generally indicated on the name placard other than the name? Who they are. (Occupation)
5. The Protein on a plate is typically served at what hour on the clock? 5 O'CLOCK
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Immediately go to the kitchen and let the head Chef know.