



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

Objective

Seeking a challenging position with an opportunity to work with a team of professionals in a dynamic and growing environment. My skills and experience are in the areas of:

Experience

Senior - Yehonatan (2018 - present)

• Worked on the development and implementation of the company's new product line, which resulted in a 15% increase in sales. This was achieved through a combination of market research, product development, and sales promotion.

Product Manager - Cribbox (October 2017 - April 2018)

- Managed the product development process from concept to launch, ensuring that the product met the needs of the target market.
- Conducted market research and competitive analysis to identify opportunities for growth.
- Developed a marketing strategy and executed it through various channels, resulting in a 20% increase in sales.
- Collaborated with the sales and distribution teams to ensure that the product was available in all key markets.

Senior Product Manager - P.F. Chang's (January 2017 - March 2018)

- Managed the product development process for P.F. Chang's, ensuring that the product met the needs of the target market.
- Conducted market research and competitive analysis to identify opportunities for growth.
- Developed a marketing strategy and executed it through various channels, resulting in a 15% increase in sales.

Education

University of Miami (2014 - 2016)

- Bachelor's Degree in Business Administration
- Minor in Marketing

Deerfield High School (2010 - 2014)

- Graduated with Honors
- Member of the National Honor Society

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 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

D. 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

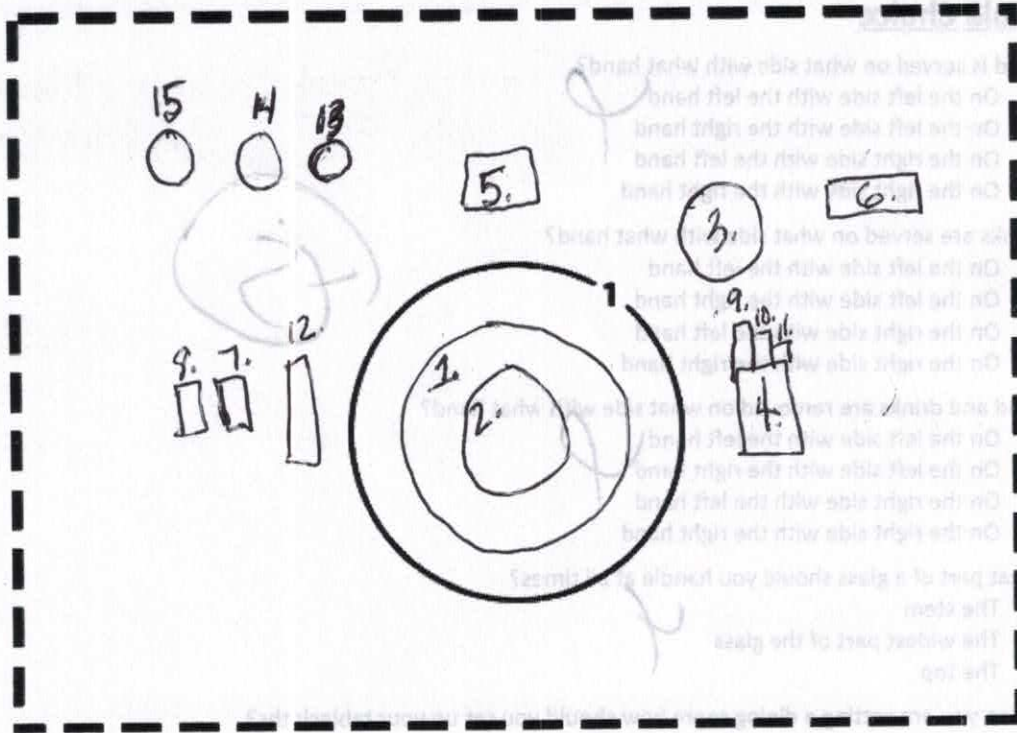
F. Used to open bottles of wine

G. Style of dining in which the courses come out one at a time

Name Bobby E. Woolfolk Jr.

Servers Test

Score / 35



Draw a formal place setting containing all of the following:

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> 1. Service Plate | <input checked="" type="checkbox"/> 7. Teaspoon | <input checked="" type="checkbox"/> 13. Water Glass |
| <input checked="" type="checkbox"/> 2. Salad Plate | <input checked="" type="checkbox"/> 8. Soup Spoon | <input checked="" type="checkbox"/> 14. Red Wine Glass |
| <input checked="" type="checkbox"/> 3. Bread Plate & Knife | <input checked="" type="checkbox"/> 9. Salad Fork | <input checked="" type="checkbox"/> 15. White Wine Glass |
| <input checked="" type="checkbox"/> 4. Napkin | <input checked="" type="checkbox"/> 10. Dinner Fork | |
| <input checked="" type="checkbox"/> 5. Name Place Card | <input checked="" type="checkbox"/> 11. Dessert Fork | |
| <input checked="" type="checkbox"/> 6. Tea/Coffee Cup & Saucer | <input checked="" type="checkbox"/> 12. Dinner Knife | |

Fill in the Blank

- The utensils are placed 2 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar and Cream
- Synchronized service is when: every guests dish is placed in front at the same time
- What is generally indicated on the name placard other than the name? who they are. (occupation)
- The Protein on a plate is typically served at what hour on the clock? 5 o'clock
- 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.