

# ANGELA FERNANDEZ

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## OBJECTIVE

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To obtain a position which allows me to utilize my experience as a waitress, allowing flexibility with opportunity to fully extend customer service and hospitality skills in support of establishments and their events.

## SKILLS & ABILITIES

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Friendly individual with interpersonal skills, attention to detail and ability to multitask while providing customer satisfaction. Reflects leadership skills by leading by example and proactive problem solving skills.

## EXPERIENCE

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2004 To 2009      Hostess, Food/Bar Server, To Go Specialist. *Olive Garden, Whittier Ca*

-Responsible for taking orders, providing steps of service to guest, serve as liaison between guests and management.

-Utilize wine knowledge and proactive thinking skills.

-Provide complete customer satisfaction during meal time.

2000 To  
2004

Food Server, Barista

*Third St Coffee*

*Downey, Ca*

-Responsible for taking orders, handling cash register, preparing food as well as drinks.

- Inventory check, stocking, maintenance, and providing 100% guest satisfaction.



## EDUCATION

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2006 To 2009      Pharmacy Technician Certificate, Norwalk Ca, *Cerritos Community College*  
-Studies included a focus in pharmacology, duties and responsibilities of a  
Pharmacy Technician. Earned Certificate as Pharmacy Technician.

2000-2004      High School Diploma      Downey, Ca      *Warren High School*  
General education, involved in school swim team, and water polo.



Multiple Choice

d 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

n 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

a 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 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

a Scullery

d Queen Mary

e Chaffing Dish

D French Passing

g 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

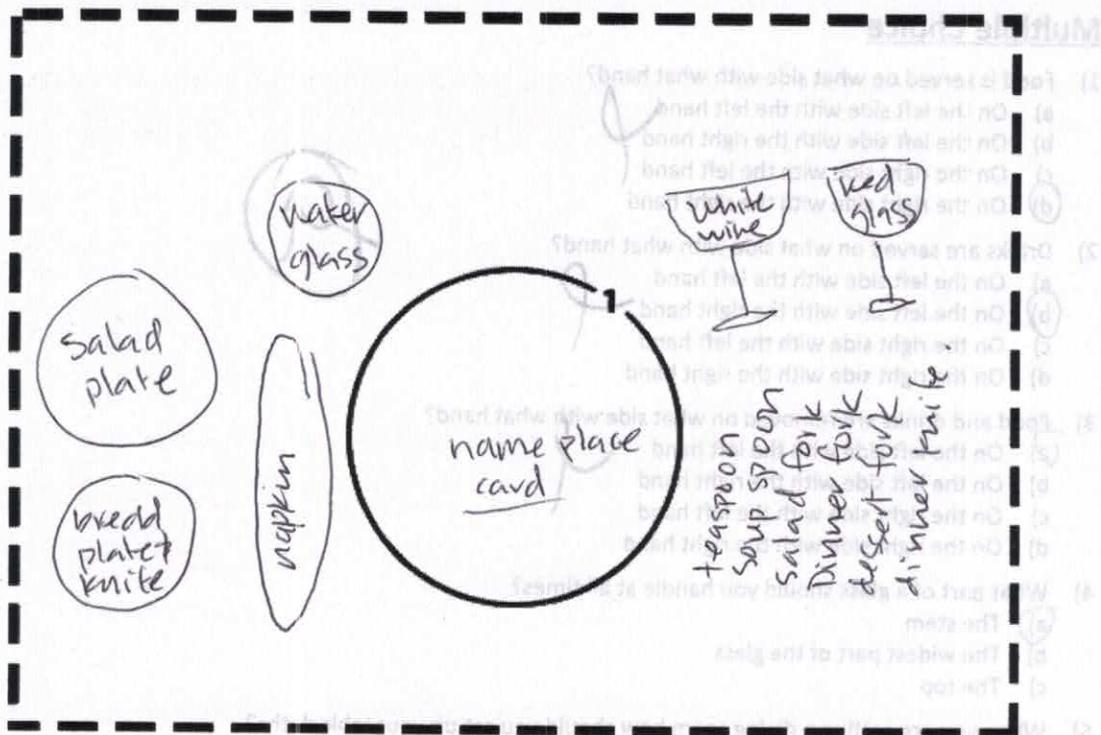
F. Used to open bottles of wine

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

Name Angela Fernandez

**Servers Test**

Score / 35



**Draw a formal place setting containing all of the following:**

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

**Fill in the Blank**

1. The utensils are placed one to two inches from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream & Sugar
3. Synchronized service is when: all food is served at the same time
4. What is generally indicated on the name placard other than the name? None
5. The Protein on a plate is typically served at what hour on the clock? 8:00
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? inform the cook