

ANGELA FERNANDEZ

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OBJECTIVE

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

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

- | | | |
|--------------|--|-----------------------------------|
| 2004 To 2009 | Hostess, Food/Bar Server, To Go Specialist | <i>Olive Garden, Whittier Ca</i> |
| | -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 | <i>Third St Coffee Downey, Ca</i> |
| | -Responsible for taking orders, handling cash register, preparing food as well as drinks. | |
| | - Inventory check, stocking, maintenance, and providing 100% guest satisfaction. | |

EDUCATION

- 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
- 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
- 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 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

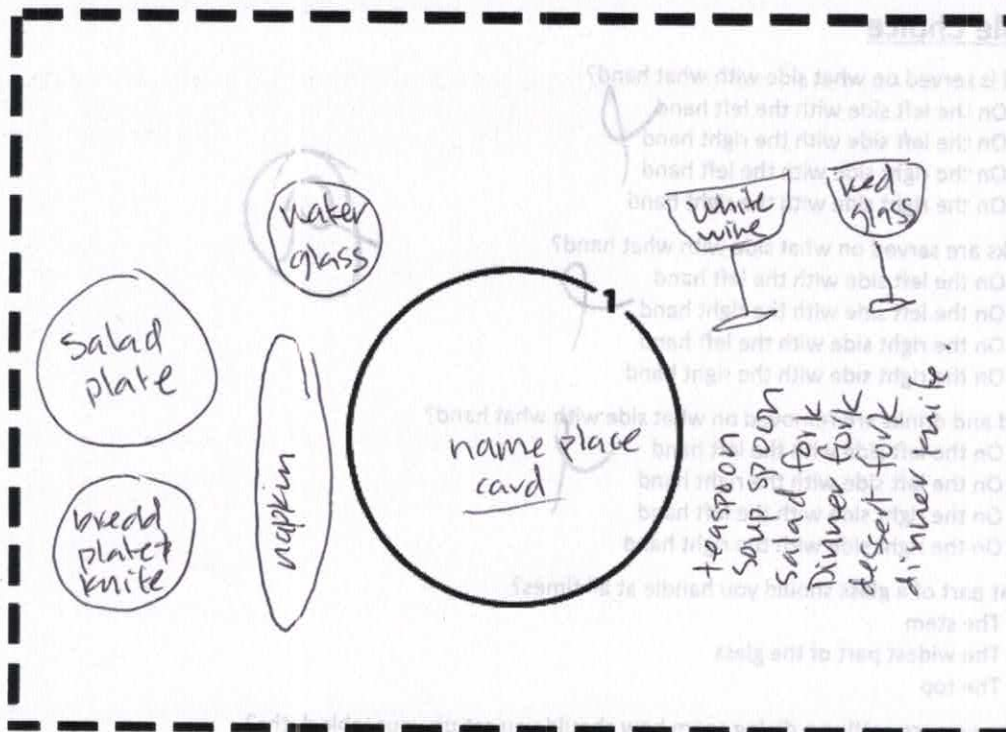
Match the Correct Vocabulary

- | | |
|--------------------------|--|
| <u>a</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>d</u> Queen Mary | <u>B.</u> 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>e</u> Chaffing Dish | <u>C.</u> Used to hold a large tray on the dining floor |
| <u>b</u> French Passing | D. Area for dirty dishware and glasses |
| <u>g</u> Russian Service | <u>E.</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>f</u> Corkscrew | <u>F.</u> Used to open bottles of wine |
| <u>c</u> Tray Jack | <u>G.</u> 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 | 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 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream & sugar
- Synchronized service is when: 4
- What is generally indicated on the name placard other than the name? 8 4
- The Protein on a plate is typically served at what hour on the clock? 8 4
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
inform the cook.