

VERONICA PAVIA

← pavia.veronica@gmail.com | (213) 265-2847

HIGHLIGHTS

- Has worked in the food industry since 2007
- Well-trained in customer satisfaction and upselling items
- Stays creatively mindful of problem resolutions for optimal job efficiency
- Strong communication and listening skills
- Solid memorization skills
- Tech-savvy
- Very thorough with a strong sense of awareness and attention to detail
- The motivation and enthusiasm to learn new knowledge and skills
- Works well within a collective while also self-sufficient
- Remains cool and friendly under pressure
- Speaks Spanish
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EXPERIENCE

Pine & Crane - Silver Lake, CA

In this unique job, the integral goal of staff service is multi-tasking five different stations including serving/bussing, greeting guests/register, seating, making iced/warm beverages, and handling wine & taps along with take-out orders all while presenting a charming and friendly demeanor in this hip and always packed restaurant.

Din Tai Fung - Glendale, CA

Working in this energetic establishment, strong discipline was required to learn the in-depth history and culture of the restaurant and intricacies of the menu to enlighten guest experience, to sell items, and had a duty to deliver speciality food with a smile in a formal and refined manner.

Zarka Cigar Lounge - Temecula, CA

Worked simultaneously as both a bartender and sales associate in this exclusive cigar lounge and retail store. Duties included opening and closing down building daily, mixing and serving drinks and food, providing excellent customer service, hostessing, recruiting new clients by selling company memberships, product merchandising, store/lounge maintenance and inventory restocking.

SliderBar Restaurant - Palo Alto, CA

Worked as a full-time server, barista, bartender, cashier and hostess in this fast-paced and family-friendly environment. Duties also included working retail with wine and desserts and maintaining all areas in a timely fashion.

The Spot - Restaurant - Encino, CA

Worked as a server within a busy, high-end, nightlife atmosphere serving Mediterranean cuisine. I experienced working effectively with a large team of people in an upbeat and orderly fashion.

American Apparel - Hollywood, CA

As a full-time sales associate, I worked with store merchandising by rearranging the store to its best look and feel, dressing mannequins and maintenance. I assisted customers with quick, helpful and creative product info, worked on the register and often helped back-stock fill and restock items.

EDUCATION

Los Angeles County High School for the Arts (LACHSA) - Graduated: 2007

Major: Theatre: including voice & speech training, improvisational skills, movement, dance, history

Minor: Music: Voice

Multiple ChoiceB

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

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 VocabularyE Scullery

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

C 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

G 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

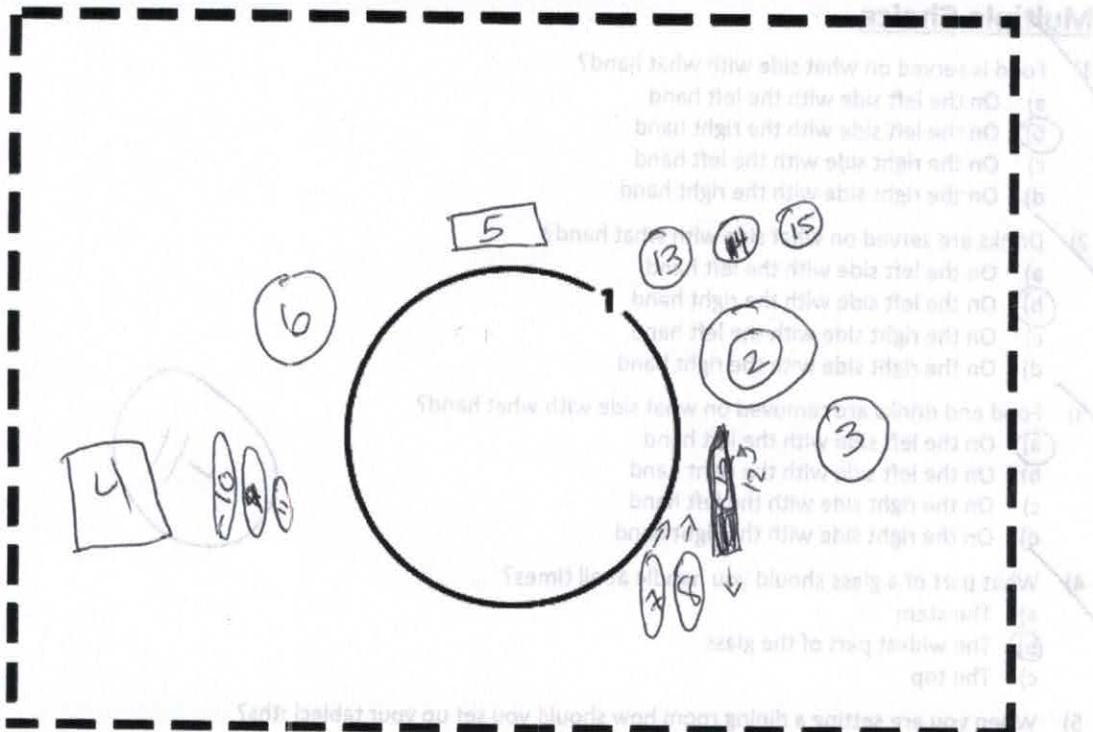
D Tray Jack

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

Name Veronica Pavia

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 2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? sugar, cream or dessert
3. Synchronized service is when: Used for gourmet-style meals. in a graceful & tasteful manner
4. What is generally indicated on the name placard other than the name? position
5. The Protein on a plate is typically served at what hour on the clock? 6 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

First, Be informed on what other options are available for those specifications & let them know