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Experience

SERVER, JADE TOAD- BEER GARDEN; COTATI, CA – 2017

Provide guests with quality service by creating a friendly, personable, yet relaxing environment to enjoy a variety of foods, beer, wine including fermented cocktails. Duties include taking orders, delivering them in an efficient, effective and timely fashion; checking on guests repeatedly.

SERVER, BEER TENDER, TAPS BEER CO. & KITCHEN; PETALUMA, CA – 2016- 2017

Provide guests with quality guest service by creating a friendly, personable, yet relaxing environment to enjoy a variety of food, beer and wine selections, including forty beers on tap from brewers throughout the United States. Duties include taking accurate orders, delivering them in an efficient, effective and timely fashion; checking on guests repeatedly, to ensure that their experience is memorable, welcoming, and fun.

CAPTAIN, BARTENDING STAFF, PAULA LEDUC FINE CATERING; EMERYVILLE, CA – 2015- PRESENT

Provide exceptional catering service for weddings, business and private events, encompassing various positions such as: Tray Pass, VIP service, server, busser, coat check, etc., throughout the bay area and wine country. Ensuring responsible alcohol service and supervision of servers.

SERVER, OLIVE GARDEN; ROHNERT PARK, CA – 2014- 2016

Provide guests with quality guest service by creating a friendly, yet relaxing environment to enjoy a welcoming Italian meal by taking accurate wine, drink and food orders and delivering them in an efficient, effective, and timely fashion; checking on guests repeatedly to ensure that their experience is held with the utmost respect and standard by accommodating the guest so their needs are met.

Education

Sonoma State University, Rohnert Park, CA – Political Science, Spanish B.A., May 2016

Skills

Bilingual in English & Spanish; Advanced experience in Microsoft and Apple software

References

Available upon request.

Multiple Choice

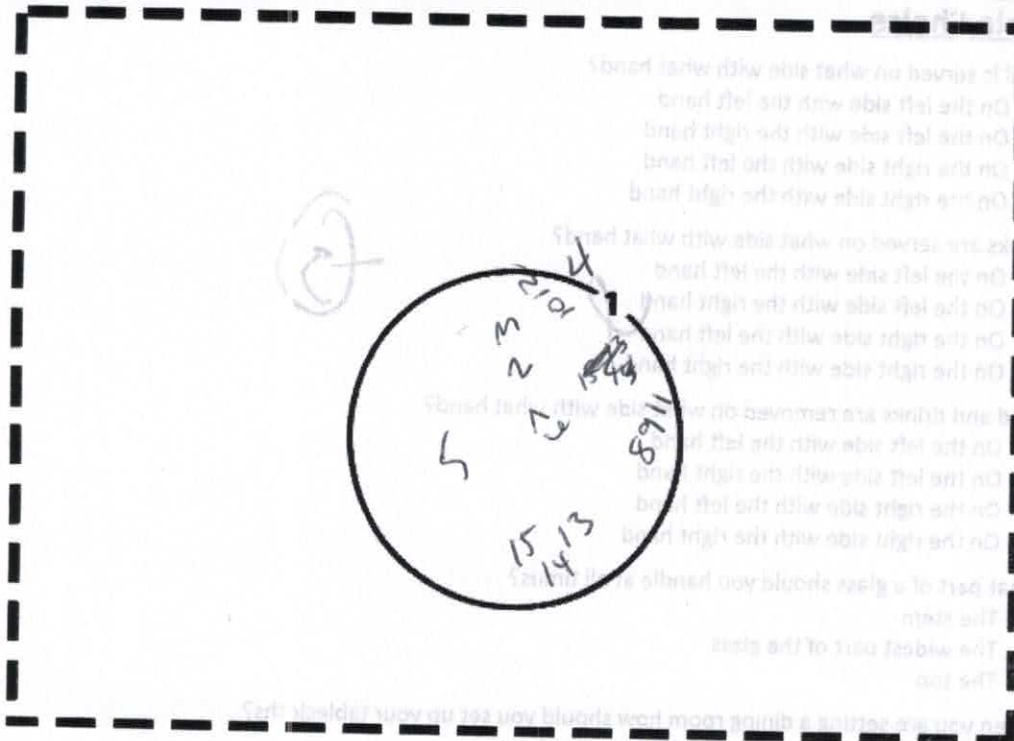
- a 1) Food is served on what side with what hand?
a) On the left side with the left hand
b) On the left side with the right hand
c) On the right side with the left hand
d) On the right side with the right hand
- b 2) Drinks are served on what side with what hand?
a) On the left side with the left hand
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
- d 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>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | <input checked="" type="checkbox"/> 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) |
| <u>A</u> Chaffing Dish | <input checked="" type="checkbox"/> C. Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | <input checked="" type="checkbox"/> D. Area for dirty dishware and glasses |
| <u>G</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | <input checked="" type="checkbox"/> F. Used to open bottles of wine |
| <u>C</u> Tray Jack | <input checked="" type="checkbox"/> G. Style of dining in which the courses come out one at a time |

Name _____
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 2-3 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar, teaspoon,
- Synchronized service is when: service follows a particular order, in order
- What is generally indicated on the name placard other than the name? Seat Number
- The Protein on a plate is typically served at what hour on the clock? 10
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Ask for dietary restrictions