

JOSELYNE JARAMILLO

(818) 462-4398 | joseyjaramillo@yahoo.com | Sun Valley, CA

SUMMARY OF QUALIFICATIONS

- Sales experience
- Hospitality/Catering experience
- Customer service experience
- Strong organizational and leadership skills
- Friendly, outgoing personality

PROFESSIONAL EXPERIENCE

Oh La La Catering

October 2015-July 2018

Server/Bartender/Delivery Driver

- Working with the chefs to plate and serve food
- Preparing and serving drinks
- Delivering food for on-set catering
- Setting up tables and chairs for events

Great Food Tours

March 2015-April 2016

Tour Guide

- Educated customers on the history of each vendors' location and products
- Worked with vendors and handled payments

Yummy Cupcakes

October 2014-February 2015

Server/Cashier

- Managed all credit card and cash transactions
- Calculated money in the cash drawers during opening and closing shifts
- Cleaned all work areas, utensils, and dishes
- Helped decorate and box cupcakes for customers
- Processed phone orders and deliveries

Harrys Plaza Café

October 2012-January 2013

Hostess/Cashier

- Managed phone calls, booked reservations, and resolved customer service issues
- Sat guests at designated tables, answered question about daily specials, and handled special requests
- Assisted in closing and cleaning duties

Santa Barbara City College

August 2012 – December 2012

Catering/Cashier

- Prepared and plated meals
- Served customers at various events
- Managed cash register

Multiple Choice

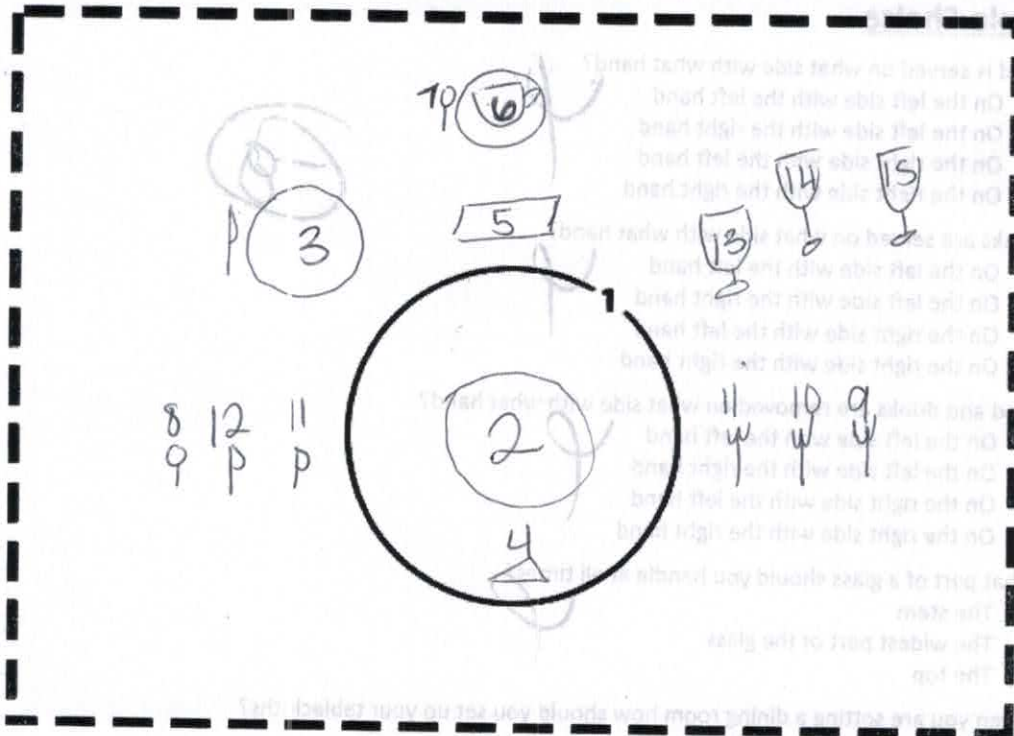
- B 1) Food is served on what side with what hand?
 a) On the left side with the left hand
 b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand
- C 2) Drinks are served on what side with what hand?
 a) On the left side with the left 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

- | | |
|--------------------------|--|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>C</u> 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) |
| <u>A</u> Chaffing Dish | C. 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 | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F. Used to open bottles of wine |
| <u>E</u> Tray Jack | 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 3 1/2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? dessert
- Synchronized service is when: the same dish is given to all guests
- What is generally indicated on the name placard other than the name? table # / meal type
- The Protein on a plate is typically served at what hour on the clock? 10:30
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Speak with the chef