

# JOSELYNE JARAMILLO

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## SUMMARY OF QUALIFICATIONS

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

## PROFESSIONAL EXPERIENCE

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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-Februrary 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?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand



C

2) Drinks are served on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand



B

3) Food and drinks are removed on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand



B

4) What part of a glass should you handle at all times?

- The stem
- The widest part of the glass
- The top



D

5) When you are setting a dining room how should you set up your tablecloths?

- Neatly and evenly across the tables
- The creases should all be going in the same directions
- The chairs should be centered and gently touching the table cloth
- All of the above

D

6) If you bring the wrong entrée to a guest what should you do?

- Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served
- Try to convince the guests to eat what you brought them
- 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

D 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

E Tray Jack

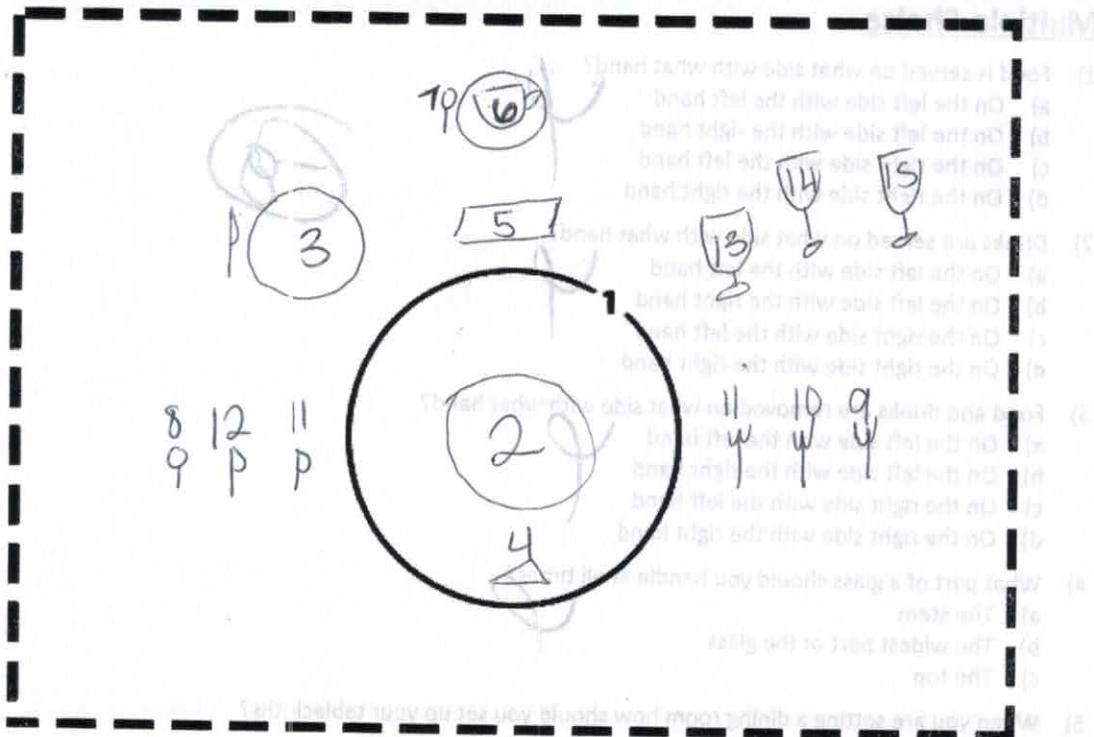
G. Style of dining in which the courses come out one at a time

01/11/2012 07:09:26

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**

1. The utensils are placed \_\_\_\_\_ inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? \_\_\_\_\_

3. Synchronized service is when: \_\_\_\_\_

4. What is generally indicated on the name placard other than the name? \_\_\_\_\_

5. The Protein on a plate is typically served at what hour on the clock? \_\_\_\_\_

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

\_\_\_\_\_