

JOEL CONTRERAS

joelcontreraspersonal@gmail.com

Summary

Charismatic and confident Public Relations Specialist with 5 plus years in marketing and PR. Poised and competent team builder and natural leader who thrives in fast-paced corporate environments. Love planning, creating and implementing campaign strategies and currently pursuing my dream to be a Hollywood actor.

Skills

- Customer service-focused
- Energetic and Happy
- Persuasive negotiator
- Charismatic
- Motivated team player
- Extremely Creative
- Decisive problem solver
- Driven

Experience

Server Cashier Dec 2016 to Jun 2017

Rock & Brews Buena Park — Buena Park, CA

Delivered exceptional service by greeting and serving customers in a timely, friendly manner making them feel comfortable from the start.

Accurately recorded orders and partnered with team members to serve food and beverages that exceeded guests' expectations.

Regularly checked on guests to ensure satisfaction with each food course and beverages.

Actor/ Writer / Editor

Mar 2016 to Sep 2016

Dante Night Show (Latin Talk Show) — Anaheim, CA

Studied characters' backstories to perfect interpretation.

Collaborated with cast members to execute on camera and live performances.

Hotel Room Service

May 2012 to Apr 2015

Hotel Intercontinental (Puerto Rico) — San Juan, PR

Delivered requested items to guests' rooms.

Served as public relations representative for the hotel.

Referred guests to local restaurants and recommended attractions in the area.

Processed credit card transactions during the checkout process.

Education and Training

High School Diploma, Music and Administration

1998

Escuela Libre de Música Ernesto Ramos Antonini — San Juan, San Juan, Puerto Rico

High school diploma

Activities and Honors

I have been the face of various famous brand campaigns as Coca Cola (Coke) and Subway in Puerto Rico.

I have sung in numerous charity concerts in places like Guatemala, Argentina, Bolivia, Dominican Republic and of course Puerto Rico, where I was born and lived most of my life.

I was awarded "Best Actor" in the latin movie "Mi verano con Amanda"

Multiple Choice

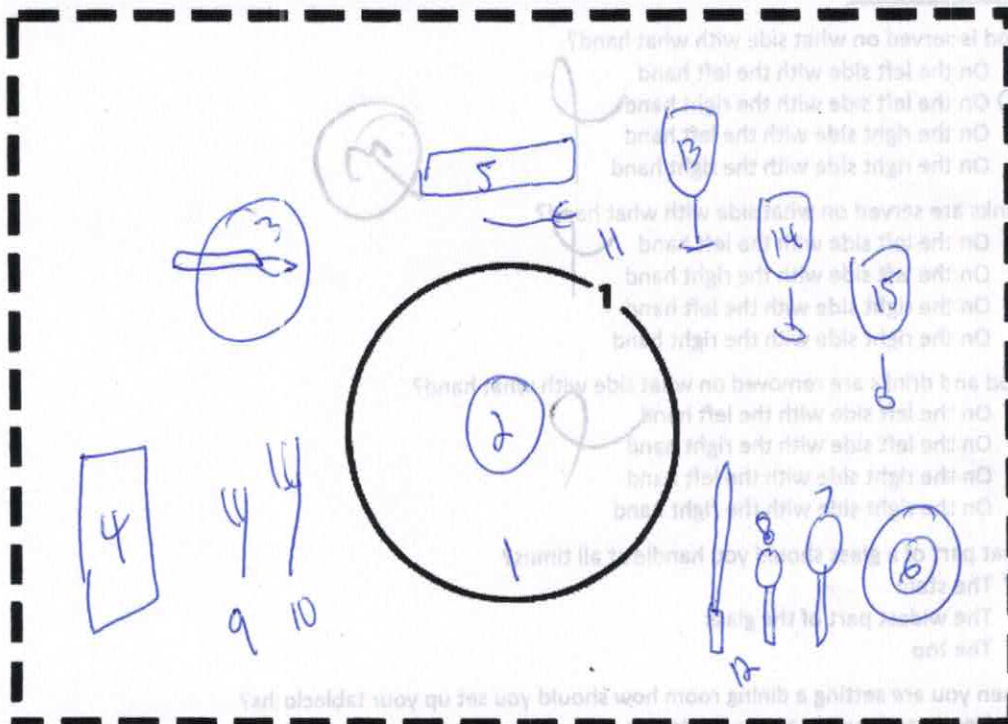
- 1) Food is served on what side with what hand?
 - a) On the left side with the left hand
 - ☒ b) On the left side with the right hand
 - c) On the right side with the left hand
 - d) On the right side with the right hand
- 2) Drinks are served on what side with what hand?
 - a) On the left side with 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
- 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
- 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
- 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
- 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 | 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>C</u> Tray Jack | G. Style of dining in which the courses come out one at a time |

Name Joel
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 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream Sugar
- Synchronized service is when: Save Time
- What is generally indicated on the name placard other than the name? _____
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
to tell Chef