

# ANYSA LOPEZ

## **SUMMARY**

My goal when coming into work is to have a positive attitude and build loyalty with guest' and coworkers. I am an experienced server bringing dedication, passion and respect to the work place. High energy and outgoing with the determination to continuously improve guest relations. High volume dining, customer service and cash handling background.

## **CONTACT**

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## **EDUCATION**

Health and Human Physiology, Major  
Sports Medicine, Minor  
University of Iowa, Iowa City, IA

Communications Major  
Pasadena City College, Pasadena, CA

## **EXPERIENCE**

### **Beverly Wilshire, a Four Seasons Hotel**

*Server, April 2018 – Current*

- Maintained detailed knowledge of menu items and ingredients to drive sales
- Enhanced the dining experience by ensuring each guest received immediate, personalized and professional attention
- Prepared the deck and tables before and after the shift for inspection of service that day
- Received multiple incentives for highest driven sales

### **Good Measure**

*Lead Hostess, August 2017 – March 2018*

Core values: caring, honesty, responsibility, respect

- Conveying message of core values with each interaction with both guests and co-workers
- Open-Table efficient

### **Joseph's Steakhouse**

*Waitress, September 2016 – July 2017*

- Forbes 5-star exceptional customer service standards
- First server out of training to serve max tables
- Employee of the month.

### **Four Seasons Hotel and Resort Orlando**

*Server Assistant, May 2015 – August 2015*

- Forbes 5-star exceptional guest service standards
- Technical execution, skill, and knowledge of server responsibilities
- Preparation and cleanliness of both restaurant and server materials



# Acrobat

outsourcing

Your Hospitality Staffing Professionals  
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First and Last Name: Anysa Lopez  
Email: Anysa.Victoria@icloud.com  
Phone number: 702-713-2305

### Working Experience:

Company Name: Beverly Wilshire

Dates of Employment: April 2018 - September 2018

Job Responsibility:

- Maintained detailed knowledge of menu items to drive sales.
- Ensuring each guest received immediate personalized attention.
- Prepared the deck and tables before and after service.
- 

Company Name: Good Measure

Dates of Employment: August 2017 - March 2018

Job Responsibility:

- Managed flow of Restaurant
- greeted guests.
- Obtained cleanliness in restaurant front of house.
- Conveying message of core values with guests.

Company Name: Joseph's Steakhouse

Dates of Employment: September 2016 - July 2017

Job Responsibility:

- Set front of house tables and essentials for guest arrival.
- Studied daily specials
- have knowledge of menu and wine for service.
- attended to guests needs and wants

### Skills

- High Volume Dining experience
- Forbes Trained
- Customer Service.
- Michos efficient.



**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

A

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

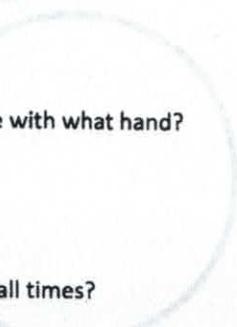
3) Food and drinks are removed on what side with what hand?

- 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

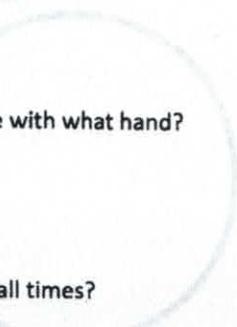
4) What part of a glass should you handle at all times?

- a) The stem
- b) The widest part of the glass
- c) The top

D

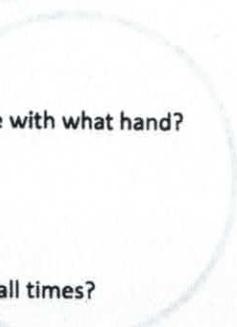
5) When you are setting a dining room how should you set up your tablecloths?

- 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 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 Vocabulary**D Scullery

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

E 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

C Tray Jack

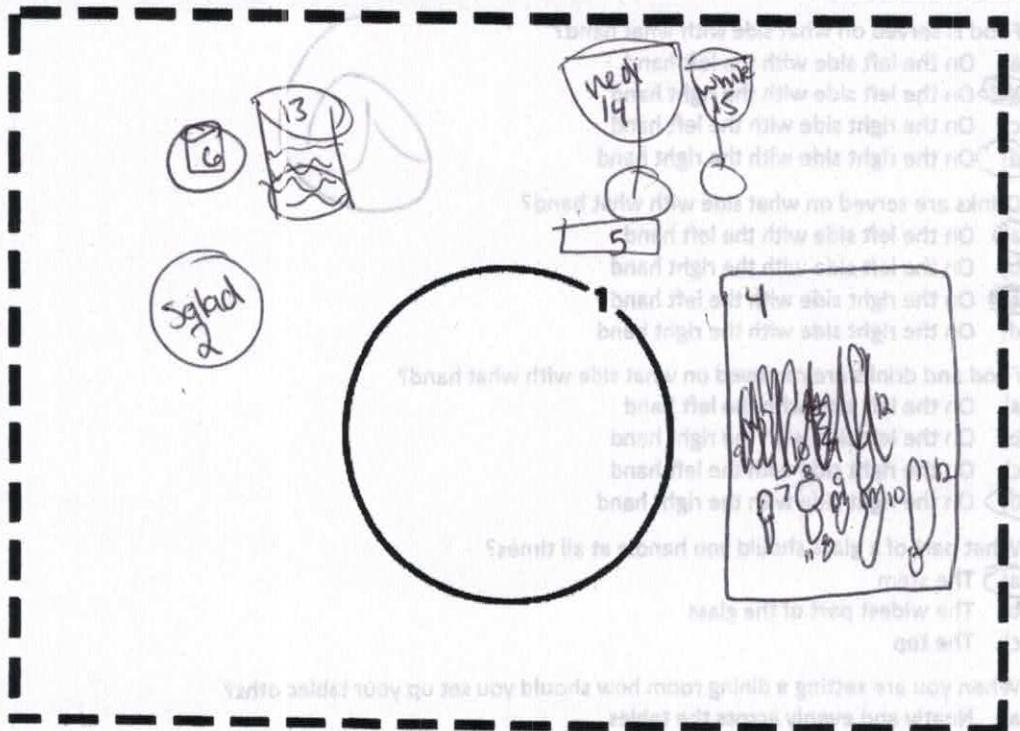
G. Style of dining in which the courses come out one at a time

5501 D2 UNIT 4 Name \_\_\_\_\_

Name Anuya Lopez

**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 finger length inches inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? lemon & honey & teaspoon.

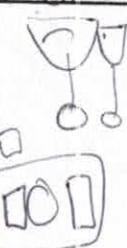
3. Synchronized service is when: all dishes are placed in sync with your team each table

4. What is generally indicated on the name placard other than the name? table seat #

5. The Protein on a plate is typically served at what hour on the clock? 1

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

Tell head chef for change of dish



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