

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

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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 - ~~October 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.
- Micros Efficient.

Name Anysa Lopez

Servers Test

Score / 35

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 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

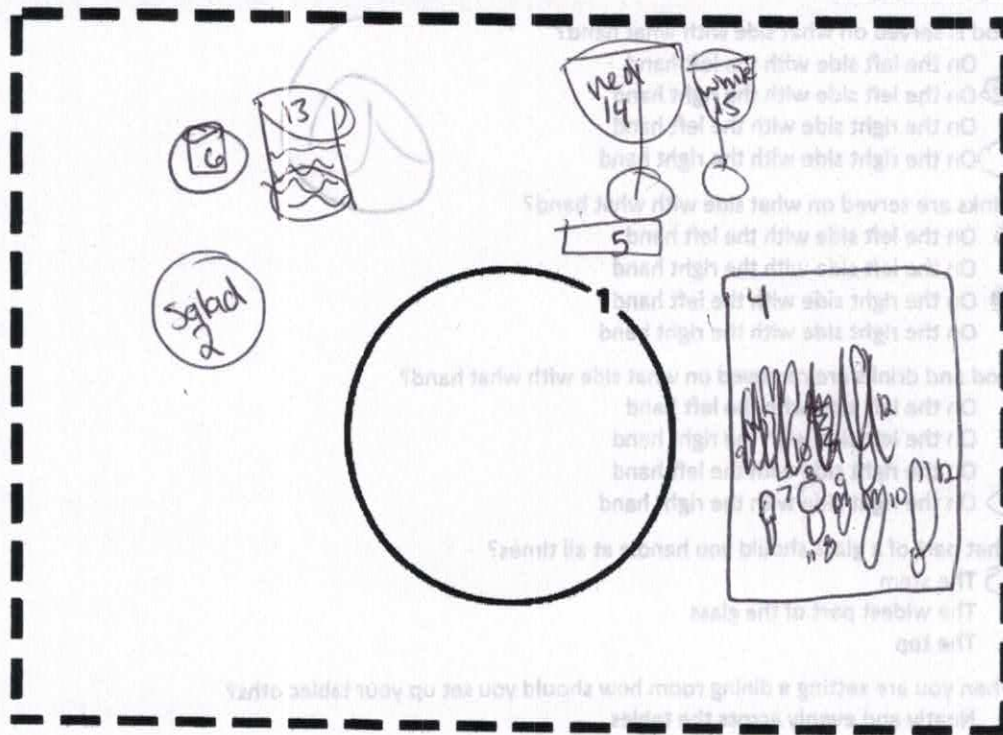
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | <u>B</u> 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 | <u>C</u> Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | <u>D</u> Area for dirty dishware and glasses |
| <u>G</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | <u>F</u> Used to open bottles of wine |
| <u>C</u> Tray Jack | <u>G</u> Style of dining in which the courses come out one at a time |

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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 finger length 2 inches (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? lemon & honey & teaspoon
- Synchronized service is when: all dishes are placed in synch with your team each table
- What is generally indicated on the name placard other than the name? table seat #
- The Protein on a plate is typically served at what hour on the clock? 7
- 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