

WORK EXPERIENCE

Full Time Server

Stats Bar and Grill - Atlanta, GA - September 2015 to August 2018

Acknowledge each individual that walks in the establishment. Take customers' food and drink orders. Ensure that all orders are accurate and brought to each table in a timely manner. Suggest appetizers and meals to customers based on the menu and specials. Work closely with restaurant management to immediately address all customer concerns and create a pleasant dining experience. Making sure work station is clean and fully stocked at all times. Having a quick table turnover ratio throughout the day. Making sure all customers leave with a smile on their face.

Ground Transportation Operations Assistant

City of Atlanta - Department of Aviation – College Park, GA – January 2017 to August 2017

Provide directional and informational assistance to the public concerning the use of airport transportation services and related ground transportation support facilities. Frequently check to ensure that all commercial vehicles accessing the Ground Transportation areas of operation possess a current decal and are providing service in designated areas. Check for documentation from non-permit holders, such as permit cards or letter of authorization of approved pickup. Ensure that employees of the permit holders possess current I.D. Badges. Inspect the Ground Transportation Center, Limousine Lot, Taxi Assembly Area facilities to assure safety, security, and efficiency of operations and the expeditious flow of traffic.

Hooter's Girl- Waitress

Hooters of America - Atlanta, GA - December 2013 to March 2015

Greet all customers that walk into the establishment. Take orders and serve food and beverages to customers at tables in dining establishment. Check with customers to ensure that they are enjoying their meals and take action to correct any problems. Entertain all guests, while serving them. Keep tables clean and have a quick turnaround for more business. Always keep appearance up to par and uniform is fit with no runs in stockings. Make sure shoes are always white and clean.

Team Leader/Cashier

Chick-fil-a - Stone Mountain, GA - December 2010 to March 2012

Serve customers with the greatest experience. Attend to each customer's specific order. Taking the extra mile to make sure everyone is satisfied. Greet guest as they walk in. Managing employees and making sure sales are expanding. Taking inventory of all items in the store. Maintaining cleanliness of dining room and kitchen areas at all times.

EDUCATION

Bachelors in Business/Communications

Georgia State University - Atlanta, GA
2012 to 2019

Name Ebtisam Abuelk

Servers Test

Score 30 / 35

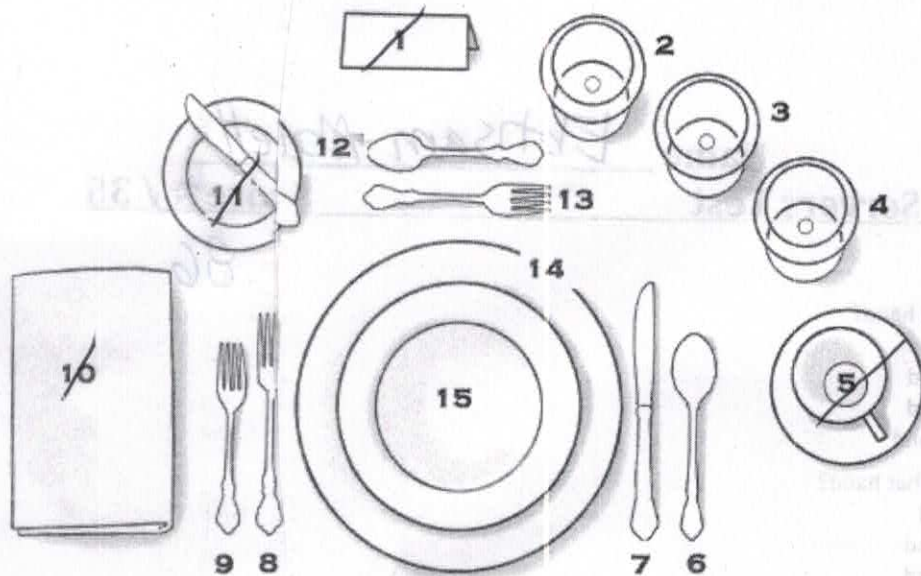
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Multiple Choice

- 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
- B 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
- 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
- A 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 | 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 | <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>B</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 | <u>F</u> 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 |



Score / 35

Match the Number to the Correct Vocabulary

- 8 Dinner Fork
- 5 Tea or Coffee Cup and Saucer
- 7 Dinner Knife
- 3 Wine Glass (Red)
- 9 Salad Fork
- 14 Service Plate
- 4 Wine Glass (White)

- 10 Napkin
- 11 Bread Plate and Knife
- 1 Name Place Card
- 12 Teaspoon
- 13 Dessert Fork
- 6 Soup Spoon
- 15 Salad Plate
- 2 Water Glass

Fill in the Blank

1. The utensils are placed 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugars cream
3. Synchronized service is when: each table is served at the same time
4. What is generally indicated on the name placard other than the name? table number meal
5. The Protein on a plate is typically served at what hour on the clock? 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? ASK allergy and tell kitchen