

Yasaman Dianatpey

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WORK EXPERIENCE

BARISTA

2017- 2018

Starbucks- San Diego, CA

- Prepare and serve hot and cold beverages.
- Receive and process customer payments.
- Describe menu items to customers or suggest products that might appeal to them.
- Order, receive, or stock supplies or retail products.
- Explain product details for customers, such as coffee blend or preparation descriptions.
- Stock customer service stations with paper products or beverage preparation items.
- Weigh, grind, or pack coffee beans for customers.
- Wrap, label, or date food items for sale.

WAITRESS

2014- 2017

Roof Top Grill - Iran, Tehran

- Interacted with customers in a busy, crowded restaurant
- Guided guests through menus while demonstrating thorough knowledge of the food, beverages and ingredients.
- Set dining tables according to type of event and service standards.
- Displayed enthusiasm and knowledge about the restaurant's menu and products.
- Provided Consistent professional, friendly and engaging service.
- Demonstrated ability to interact with customers from diverse cultures and backgrounds
- Cited for excellence in interpersonal communications, teamwork, customer service, flexibility and Reliability
- Fine dining expert and cheese connoisseur with extensive wine knowledge.

EDUCATION

Bachelor of Science, Computer Engineering
South branch of Tehran Azad University -Iran, Tehran

CERTIFICATION

Online bartender training at Bar Virgin University

Professional Qualifications

Language Skills: English- Speak, read, and write.
Persian- Speak, read, and write.
Computer Skills: Microsoft Office, Excel, Photoshop, Windows and MAC

Extra-Curricular Activities

- SHAHAB charity for East Azerbaijan earthquake
- Member of Tehran biking
- Translator for UNICEF
- Association for protection of children's labor

Reference- References available upon request.

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- Association for protection of children's rights
- Translator for UNICEF
- Member of Tehran Baking
- SHAHALL Charity for East Azerbaijan earthquake

Extra-Curricular Activities

Computer Skills Microsoft Office (Word, Photoshop, Windows and MAC)
Persian, English, read and write

Language Skills English- speak, read and write

Professional Qualifications

Online bartender training at Bar Virgin University

CERTIFICATION

South branch of Tehran Azad University -Tehran, Iran
Bachelor of Science (Computer Engineering)

EDUCATION

- Fine dining expert and precise bartender with extensive wine knowledge
- Good for excellence in interpersonal communication, teamwork, customer service, flexibility and
- Demonstrated ability to interact with customers from diverse cultures and backgrounds
- Provided consistent professional, friendly and engaging service
- Displayed enthusiasm and knowledge about the restaurant's menu and products
- Set dining tables according to type of event and service standards
- and ingredients
- Guided guests through menu while demonstrating thorough knowledge of the food beverages
- interacted with customers in a busy, crowded restaurant

WAITRESS
Root Top Grill - Tehran, Tehran

- With, label or date food items for sale
- Weigh, grind or pack coffee beans for customers
- Stock customer service stations with paper products or beverage preparation items
- Explain product details for customers, such as coffee blend or preparation directions
- Order, receive, or stock supplies or retail products
- Describe menu items to customers or suggest products that might appeal to them
- Receive and process customer payments
- Prepare and serve hot and cold beverages

BARISTA
Starbucks- San Diego, CA

2017-2018

WORK EXPERIENCE

1812 N Serrano Ave Unit 111, Los Angeles, CA 90037 | (626) 246-1587 | ydianatbey@gmail.com

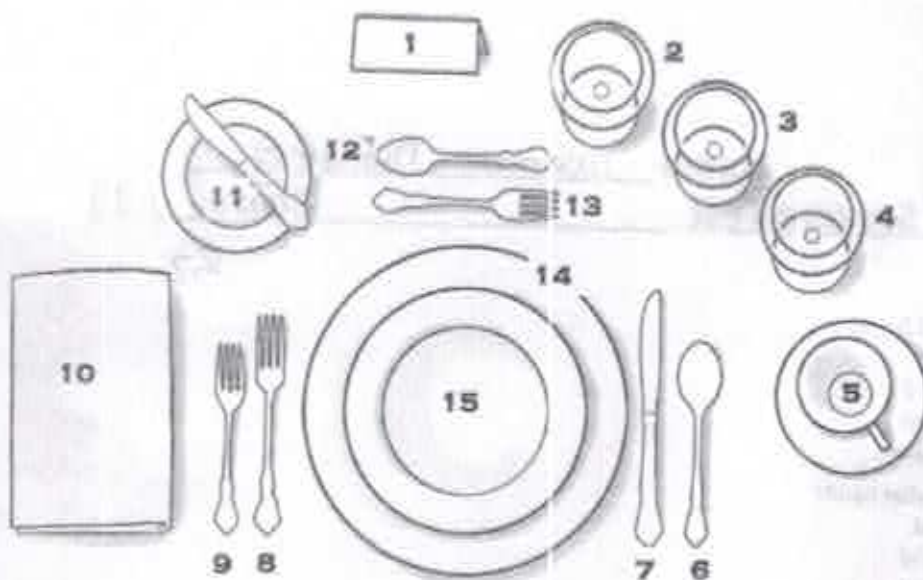
Ydianatbey

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> X French Passing | D. Area for dirty dishware and glasses |
| <u>G</u> X 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 |



Score / 35

Match the Number to the Correct Vocabulary

- 8 Dinner Fork
5 Tea or Coffee Cup and Saucer
7 Dinner Knife
~~2~~ Wine Glass (Red)
9 Salad Fork
~~14~~ Service Plate
3 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
4 Water Glass

Fill in the Blank

1. The utensils are placed 8 inch (es) from the edge of the table.
 2. Coffee and Tea service should be accompanied by what extras? Sugar, Cream
 3. Synchronized service is when: each table was served at the same time
 4. What is generally indicated on the name placard other than the name? just the name
 5. The Protein on a plate is typically served at what hour on the clock? 6 o'clock position
 6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Tell the chef