

Yasaman Dianatpey

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WORK EXPERIENCE

BARISTA

Starbucks- San Diego, CA

2017- 2018

- 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

Roof Top Grill - Iran, Tehran

2014- 2017

- 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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VIOS KIOS

СЕАНСИЯ
ЧЕРНОГО - ПЛАНДОКТОРОВ

Introduction

MONTE CARLO SIMULATIONS

32

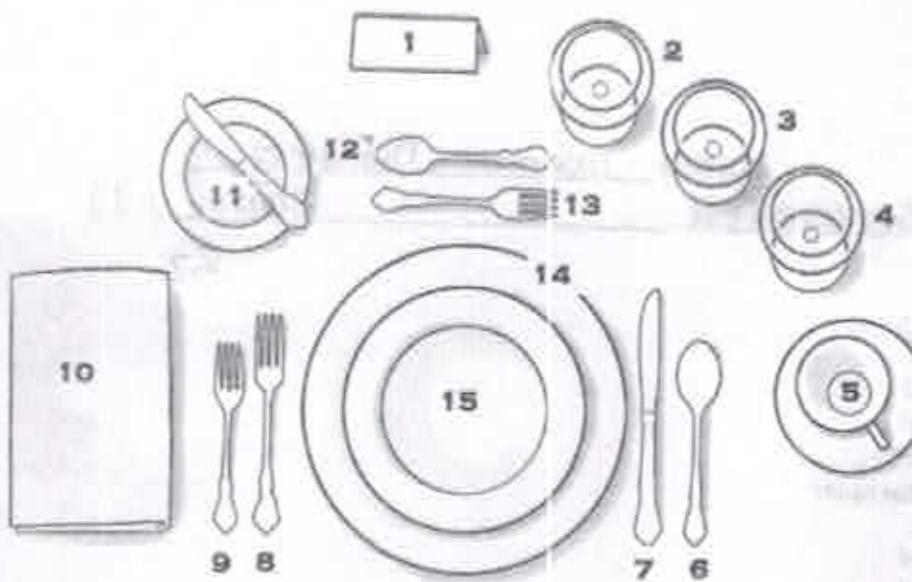
Multiple Choice

- Food is served on what side with what hand?
 - On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- Drinks are served on what side with what hand?
 - On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- Food and drinks are removed on what side with what hand?
 - On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- What part of a glass should you handle at all times?
 - The stem
 - The widest part of the glass
 - The top
- When you are setting a dining room how should you set up your tablecloths?
 - Neatly and evenly across the tables
 - The creases should all be going in the same directions
 - The chairs should be centered and gently touching the table cloth
 - All of the above
- If you bring the wrong entrée to a guest what should you do?
 - Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 - Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
 - Try to convince the guests to eat what you brought them
 - 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
- E Queen Mary
- A Chaffing Dish
- B French Passing
- G Russian Service
- F Corkscrew
- C Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
- 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)
- C. Used to hold a large tray on the dining floor
- D. Area for dirty dishware and glasses
- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- F. Used to open bottles of wine
- G. Style of dining in which the courses come out one at a time



Score / 35

Match the Number to the Correct Vocabulary

<u>6</u>	Dinner Fork
<u>5</u>	Tea or Coffee Cup and Saucer
<u>7</u>	Dinner Knife
<u>2</u> 1	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u> 1	Service Plate
<u>3</u>	Wine Glass (White)

<u>10</u>	Napkin
<u>11</u>	Bread Plate and Knife
<u>1</u>	Name Place Card
<u>12</u>	Teaspoon
<u>13</u>	Dessert Fork
<u>6</u>	Soup Spoon
<u>15</u>	Salad Plate
<u>4</u>	Water Glass

Fill in the Blank

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

Tell the chef