

Esperanza Castillo
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Objective

Food service worker with 18+ years in food preparation and service in Food Handling and Safety. Aiming to leverage my knowledge to effectively perform a management position.

Certification, Training, & Education

Certified Safe Serve
Certified Tips
Certified Point of Sale (POS) and common restaurant machinery

Safe Serve
Fremont High School

Food Service Certificate
High School Diploma

Los Angeles, CA
Los Angeles, CA

Work History

1/2/1999-Present

LA Coliseum/Legends

Los Angeles, CA

Cashier, Prep cook, Assist Manager, Set up/clean up work areas, equipment, utensils, dishes and ensure they are stored appropriately in accordance to state law. Customer Service. Received in-depth training for proper food handling techniques, including proper freezer placement, appropriate soup temperatures and equipment cleaning processed.

08/2017-1/2018

Annie Pree/IHSS

Lynwood, CA

- Dispense medication, prep food/puree food, bathe, change cloths change bedding. Grocery Shopping and doctor visit.

05/2016-07/2017

Sodexo MLK Hospital

Willowbrook, CA

- Customer Service; Tray line servicer, stock condiments, prep work, dishwasher, deliver trays to patients. Stored food in designated containers and storage areas to prevent spoilage and increase shelf life. Experience with 3 types of POS terminals, receipt roll replacement, and coffee machine cleaning.

References Available Upon Request

Servers Test

Name Esperanza Castillo

Score 29/35

83%

Multiple Choice

- B 1) 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
- C 2) 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
- A 3) 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
- A 4) What part of a glass should you handle at all times?
- The stem
 - The widest part of the glass
 - The top
- d 5) 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
- d 6) 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

- | | |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <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>G</u> French Passing | D. 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 | 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

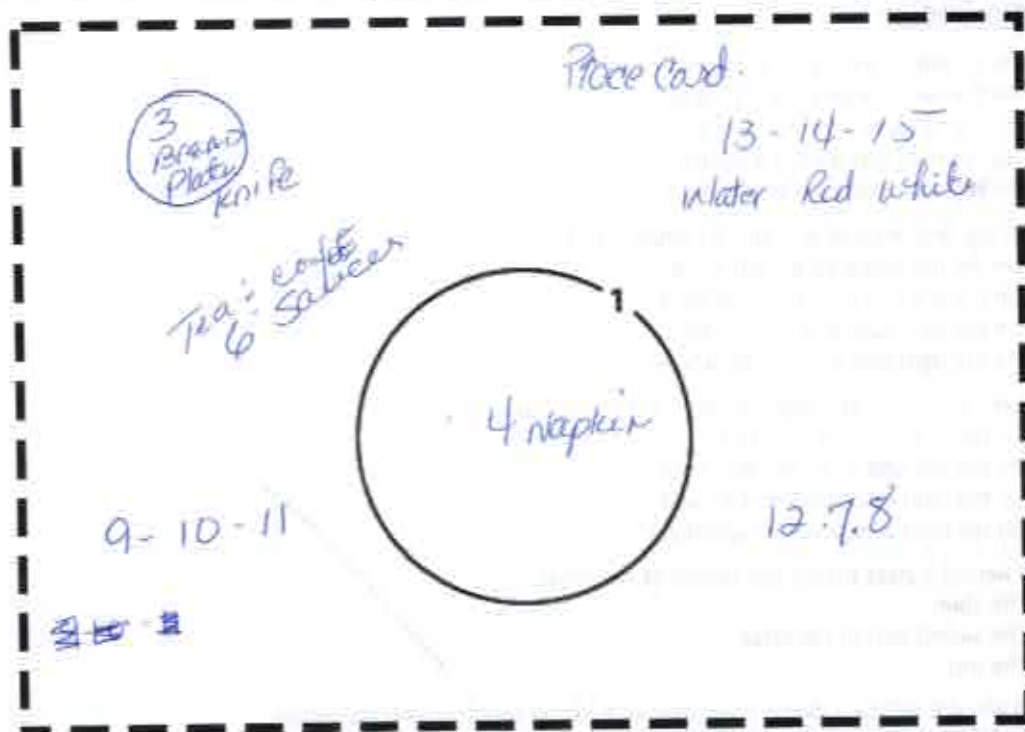
Match the Number to the Correct Vocabulary

- Napkin
- Bread Plate and Knife
- Name Place Card
- Teaspoon
- Dessert Fork
- Soup Spoon
- Salad Plate
- Water Glass

- Dinner Fork
- Tea or Coffee Cup and Saucer
- Dinner Knife
- Wine Glass (Red)
- Salted Fork
- Service Plate
- Wine Glass (White)

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? _____



-2

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 12. inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Milk & sugar
- Synchronized service is when: serve at same time
- What is generally indicated on the name placard other than the name? Special meals or Allergies
- The Protein on a plate is typically served at what hour on the clock? 45
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
manager should be notified

Multiple Choice

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 - a) The stem
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- 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
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Match the Correct Vocabulary

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| _____ 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) |
| _____ Chaffing Dish | C. Used to hold a large tray on the dining floor |
| _____ French Passing | D. Area for dirty dishware and glasses |
| _____ Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| _____ Corkscrew | F. Used to open bottles of wine |
| _____ Tray Jack | G. Style of dining in which the courses come out one at a time |

Prep Cooks Test

Multiple Choice (1 point each)

-4

80%

D

1) A gallon is equal to _____ ounces

- a. 56
- b. 145
- c. 32
- d. 128

C

2) Mesclun are what type of vegetable?

- a. Roots
- b. Beans
- c. Salad Greens
- d. Spices

A

3) What does the term braise mean?

- a. Sear quickly on both sides
- b. Slowly cook in covered pan with little liquid
- c. Cook on high heat and quickly
- d. Slowly cook in simmering water

B

4) At what internal temperature must chicken be cooked so that it is safe to eat?

- a. 155 degrees F
- b. 165 degrees F
- c. 175 degrees F
- d. 185 degrees F

A

5) How do you blanch vegetables?

- a. Immerse for a short time in boiling water
- b. Cook lightly in butter over med heat
- c. Soak in cold water overnight
- d. Rub with salt before cooking

C

6) Which of the following ingredients would you pack before measuring?

- a. Olive Oil
- b. Salt
- c. Brown Sugar
- d. White Sugar

A

7) What is Al Dente?

- a. Firm but not hard
- b. Soft to the touch
- c. Very hard
- d. Very soft

C

8) Food should be left out no more than

- a. 2 hours
- b. 3 hours
- c. 4 hours
- d. 5 hours

A

9) Which is the improper way to thaw frozen food?

- a. In the fridge
- b. In a sink with cold water
- c. On the counter
- d. In the microwave

Prep Cooks Test

C

10) Which of the following can you use to put out a grease fire?

- a. Baking Soda
- b. Baking Powder
- c. Flour
- d. Water

B

11) What is the temperature range of the danger zone?

- a. 25-135
- b. 40-140
- c. 50-160
- d. 30-130

D

12) Which of the following is listed from smallest to largest?

- a. Dice, chop, mince
- b. Mince, chop, dice
- c. Chop, dice, mince
- d. Mince, dice, chop

B

13) Which direction should pan handles be turned while cooking on the stove?

- a. Over the fire at all times
- b. Turned towards you for better control
- c. Turned towards the right or left at all times
- d. Over the countertop at all times

C

14) When you poach something, you cook it with what?

- a. Noodles
- b. Vegetables
- c. Liquid
- d. Oil

B

15) Which spoon is used to remove fat from soups and stews

- a. Basting Spoon
- b. Ladle
- c. Slotted Spoon
- d. Portion Spoon

B

16) Which of the following means to cook in a small amount of fat?

- a. Season
- b. Sauté
- c. Broil
- d. Boil
- e. Fry

A

17) What is a Julien cut?

- a. Food cut into long thin strips, matchstick
- b. Food cut into long thin strips then turned and cut into a 1/8" dice
- c. Food diced into finely chopped and uniform pieces
- d. Cutting and peeling into oblong seven sided football like shapes

A

18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.

- a. Sweat
- b. Boil
- c. Roast
- d. Grill

Fill-in the Blank (1 point each)

Prep Cooks Test

- 19) salt & Pepper are the basic seasoning ingredients for all savory recipes.
- 20) chop : to cut into very small pieces when uniformity of size and shape is not important.

Green Book Test

1. The first step in the process of creating a green book is to identify the problem. This is done by gathering information about the problem and its causes. The next step is to develop a plan of action. This involves setting goals and determining the steps that need to be taken to achieve those goals. The final step is to implement the plan and monitor progress.