



GIANNA PUCCI

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SUMMARY

Respected and devoted Au Pair with ten years experience managing high profile families. An efficient and skilled communicator dedicated to first-rate service and satisfaction. Planned and executed events, both personal and professional for a range of clients. Assisted in product launch events for international brands. Hostess for gifting suites during awards season in Hollywood.

SKILLS

Reliable
Dependable
Flexible
Family Oriented
Emotionally Supportive
Child Care
VIP Experienced
Client Relationship
Licensed Reliable Driver
Customer Service
Client Management
Event Planning
Sales
POS systems
Phone Etiquette
Hospitality
Model

EXPERIENCE

WAITRESS • HILTON HOTELS • MARCH 2018 – PRESENT

- Respond to guest requests in a timely, friendly and efficient manner
- Ensure knowledge of menu and restaurant promotions and specials
- Take guest food and/or beverage orders and input orders in appropriate point-of-sale system
- Retrieve and deliver food and beverage orders in a timely manner
- Ensure guest satisfaction throughout the meal service
- Serve alcoholic/non-alcoholic beverages in accordance with federal, state, local and company regulations
- Ensure serving station is well-stocked at all times

NANNY/HOUSE MANAGER /ASSISTANT • AUGUST 2016 – MARCH 2018

- Ensured the Children were bathed & ready for school
- Prepared meals; Breakfast, lunch and dinner
- Managed nighttime routine for the children
- Mothers Assistant (launched new children's clothing store)
- Provided extensive tidying around the house
- Organize & manage activities which provide a learning experience
- Travel across the US with 3 Children, organized luggage.
- Planned & Managed house parties, birthday parties & HBO viewing parties
- Assisted booking appointments (Doctor, Hair, luncheons, etc.)
- Assisted booking other staff, house amenities, gardening/pool maintenance

CERTIFICATIONS

First Aid
Certified; Registration # 31666
Make-Up
Elite Fashion Academy, 2013

EDUCATION

CHILD DEVELOPMENT &
SOCIOLOGY

Los Angeles Valley College

CHAMINADE COLLEGE
PREPARATORY HIGH SCHOOL
*Captain, Cheer-leading Varsity
Football, Religious Retreat Leader*

EVENTS• ABBIAMO GROUP • FEBRUARY 2015 – PRESENT

- Assisted in show planograms
- Checked guests into events
- Escorted high profile guests to various staging areas
- Coordinator and hostess for trade shows and truck shows
- Handled client services and customer service issues

HOSTESS• KATSUYA • JAN. 2015 – JULY 2018

- Manage reservations
- Greet guests and patrons personally and on the telephone
- Assist with special accommodations for VIP clientele
- Maintain and nurture relationships with VIP and familiar clientele
- Offer appropriate seating arrangements & escort clientele
- Set up & maintain dining rooms & table presentation
- Maintain clean and organized dining room & work areas
- Manage special event related work
- Train other hostesses

CHILD CARE • MONTAGE OF BEVERLY HILLS • JAN. 2015 – JULY 2018

- Supervise and monitor the safety of children and their care
- Organize mealtimes and snacks
- Develop schedules and routines that balance physical activity, rest, and playtime
- Maintain & nurture relationships with parent & VIP clientele

Multiple Choice

A 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

D 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 dinning 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

(100%)

Match the Correct VocabularyD Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E 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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

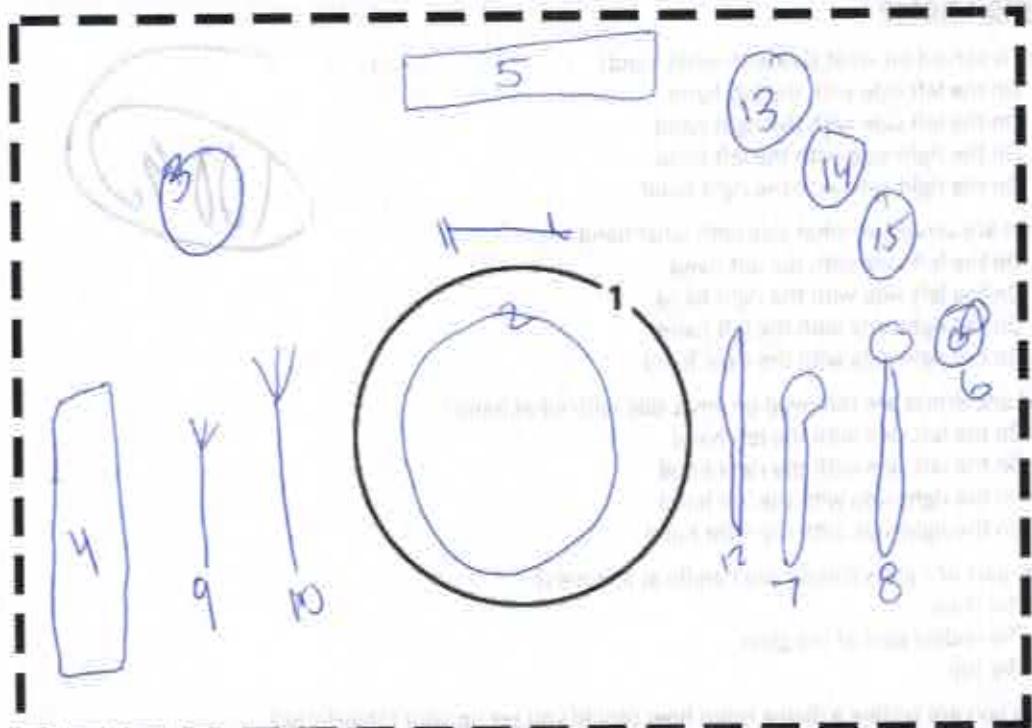
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

C Tray Jack

G. Style of dining in which the courses come out one at a time



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

1. The utensils are placed _____ inch(es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Spoon, Sugar caddy
3. Synchronized service is when: Same time
4. What is generally indicated on the name placard other than the name? Entree
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?
Bring back to chef