

Mitchell Bautista
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SUMMARY OF QUALIFICATIONS

Proficient in reading, writing, and speaking in Spanish and English, Proficient in Word, Excel, Windows 7 & 8. First Aid, Adult. Excellent customer service and written communication skills. Problem solving, and great organizational skills. Motivated and can work independently.

EDUCATION

- California State University Fresno, Bachelor of Science
- Los Angeles Valley College, Associates Degree in Biology
- Los Angeles Valley College, Associates Degree in Liberal Studies

WORK EXPERIENCE

Mayfair Hotel Los Angeles was
BARBACK

10/2018-present

Support the Bar Supervisor and Team Leadership with all Bar functions. Assist bar with making drinks, polishing glassware, stock all liquor and beer merchandise. Keep the bar fully stocked at all times, cut garnishes, fill olive and lemon trays, replenish napkins, toothpicks, and other counter items. Refilling garnishes, help punch orders into the bar Pos. Track opening or closing liquor inventory.
FOLLOW THE 10/5 RULE.

The Party Staff INC

Food Server

06/2018-10/2018

As a food server and in catering assignments I would prepare food items such as sandwiches, salads, soups, entrees, appetizers and beverages. Monitor food distribution, ensuring that meals are delivered to the correct recipients and that guidelines such as those for special diets are followed. Take food orders and relay orders to kitchens or serving counters. Record amounts and types of special food items served to customers. Assist in setting and breaking down set-up for special events such as Barmitzvah, weddings, and engagements. I have worked with Patina Catering, and Wolfgang Puck during the Emmy Awards. During special events and venues at the Staple center I assist Levy Restaurants with food prep, serving and bussing. I have worked and been rated highly by: BEL-Air Country Club, Rolling Hills Country Club, The Riviera Country Club and the Bel-Air Bay Club. Due to my strong work ethic and performance I have earned Instawork Gold status from Instawork company

Tarzana Treatment Center

Patient Service Representative

02/2018-6/2018

Performed clerical tasks associated with updating medical charts and medical forms. Duties also included patient registration and patient check-in/out procedures, collection of patient co-pay or deductibles. Scheduling and verifying patient appointments. Answered incoming calls and communicated with charged nurse on patient intake. Evaluated patient charts and ensured compliance with required signatures and completed documentation. In charged of inventory; ordering/stocking nursing and office supplies. Logged and recorded patients medical information on computer and delivered charts to medical records department.

HealthNet/Kelly Services

Member Services Representative

09/2017-2/2018

As a customer service representative I answered phones, responded to medical inquiries, routed calls, and collected member data. I also provided overall exceptional customer service for all new, current and future patients with health care insurance enrollment, post-enrollment and retention activities. I worked closely with department leads to ensure a positive full cycle patient experience, including setting up patient appointments, conducting follow up calls on patient experience accordingly and contacting their doctors office, and medical groups for updates on their authorizations and referrals

A-1 Hospice, Inc
Customer Service Representative
01/2015-08/2017

Reviewed cases by verifying clients medical chart, observing and evaluating treatments and Responses; advocating for needed services; obtaining additional medical resources; Intervening in crises by contacting medical staff.
Maintained clients records by reviewing case notes; logging events, progress, or physical decline. Communicated clients progress or decline by conducting monthly interdisciplinary meetings and evaluations; communicating results and obstacles to health team and family.

Eisenhower Convalescent Center
Patient Services Representative
05/2013-01/2015

As a patient service rep I would access client needs by working closely with case managers from hospitals to arrange for continuous care.
I would contact Health Care Partners and fax face-sheet with clinical to approve for physical therapy or other treatments medically necessary.
Would arrange for transportation, and contact Dialysis center for upcoming changes in schedule or treatment. Educate the client of the importance of continuing Dialysis when member was not feeling like going.
Communicated with family on the care and services of their loved one.
Educated on the plan of care designed by the interdisciplinary team.
Attended and participated every morning with the interdisciplinary team to discuss clients plan of care and any changes in admitting or discharged.

California State University Fresno
03/2010-05/2013

Attended Fresno State and completed my Bachelors degree in 6 semesters

Quest Diagnostics
Laboratory Technician
01/2005-03/2010

Performed the PCR technique for HIV specimens. Conducted quantitative and qualitative chemical analysis of body fluids; under the supervision of a medical technologist. Received, labeled, and analyzed plasma samples. Recorded all data and results in specified forms (paper and electronic) with accuracy and responsibility.
Ensured that all safety guidelines are followed strictly at all times, and maintained a clean and orderly environment.

Multiple Choice

71%

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?

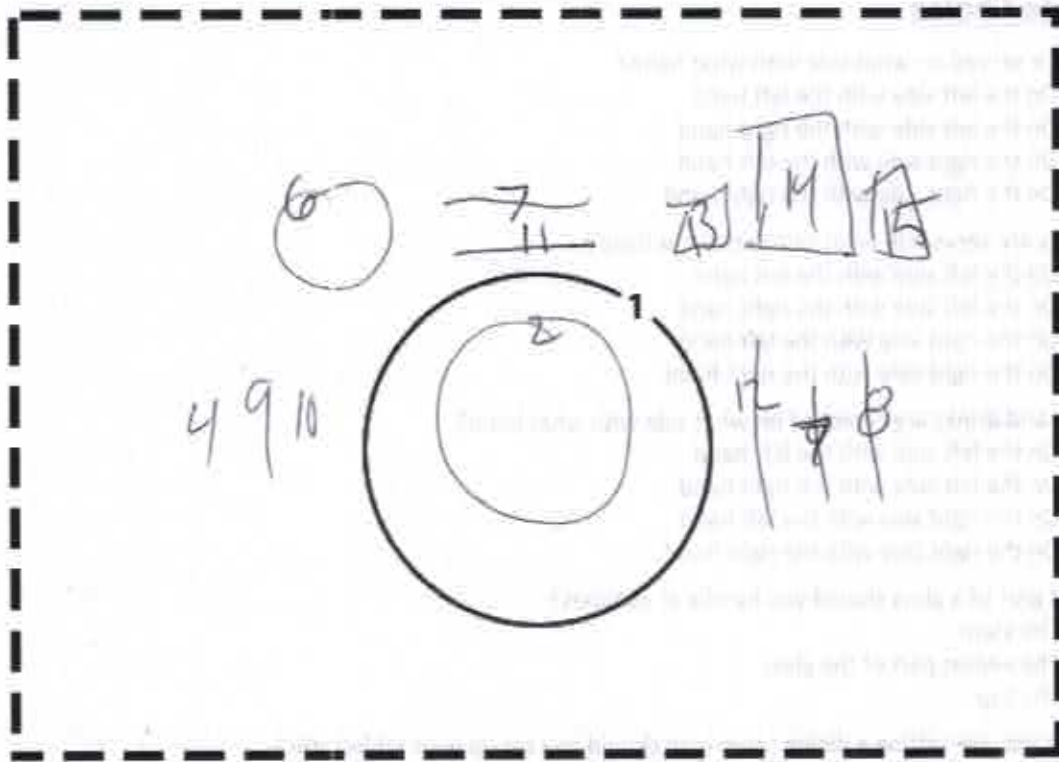
- ☐ a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- ☒ b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
- ☐ c) Try to convince the guests to eat what you brought them
- ☐ d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

Match the Correct VocabularyD SculleryF Queen MaryA Chaffing DishG French PassingB Russian ServiceF CorkscrewC Tray JackA Metal buffet device used to keep food warm by heating it over warmed waterB 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 floorD Area for dirty dishware and glassesE Large metal shelving unit for prepared food to be held or for dirty trays to be storedF Used to open bottles of wineG Style of dining in which the courses come out one at a time

Name M. F. C. L.

Servers Test

Score / 35



71/

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 1/2 in inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Creamer, Sugar
- Synchronized service is when: all the server walk around the table
- What is generally indicated on the name placard other than the name? the what their
- The Protein on a plate is typically served at what hour on the clock? 12:00
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? notify lead person in charge