

Tracy Hernandez

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SUMMARY

Strong, capable individual with experience in food service and customer service seeking a food server/waitress position.

EXPERIENCE

Hennes and mauritz, Commerce, CA - *sales associate*
06/2014 - 03/2016

Sales, cashier, customer service.

Steven's Steak & Seafood House, Commerce, CA - *Server/cocktail waitress*
03/2016 - 01/2018

Greet customers, fill water glasses and refill beverages, offer appetizers and alcoholic drinks, take orders and provide information about menu items, suggest menu items when requested by the customer, relay patrons' orders to the kitchen, ensure order quality and quantity prior to serving, serve meals and side dishes, ensure that continued service is managed during the course of the meal, keep a constant eye on the table to gauge needs and fulfill them immediately, total customers' check and take it to them, accept payment in cash and credit card.

Starbucks, Los Angeles, CA - *Barista*
10/2016 - 01/2018

Customer service, sales, food handling, and drink crafting.

La Costa Restaurant, Montebello, CA - *Waitress/Cocktail waitress*
01/2018 - 09/2018

Greeted guests immediately with a smile, recorded customers orders and repeated them back to the guests, promptly reported complaints to a member of the management team, served fresh, hot food with a smile in a timely manner, placed food order quickly and efficiently, checked in with customers to make sure they enjoyed their meal, packaged menu items into bags and trays, prepared and served beverages such as coffee, tea, and fountain drinks, took initiative to find extra tasks when scheduled duties were completed, maintained a neat, well groomed appearance, frequently washed and sanitized hands, food areas and food preparation tools, handled currency and credit transactions quickly and accurately.

SKILLS

Communication skills, answering phones, scheduling computer literate, well-versed in greeting visitors, detail oriented, multitasker, great customer service, able to work with or little to no supervision, a team player.

LANGUAGES

Spanish and English.

VOLUNTEER WORK

La Conservation Corps., Los Angeles, CA - *Corp. Member*
01/2011 - 03/2011

Community beautification, assisted Villaraigosa's Office with various special events for residents of the City of Los Angeles. Maintained cleanliness of public walkways through weed abatement and trash removal.

EDUCATION

National Holistic Institute, Studio City, CA - *Massage Therapy/Health*

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

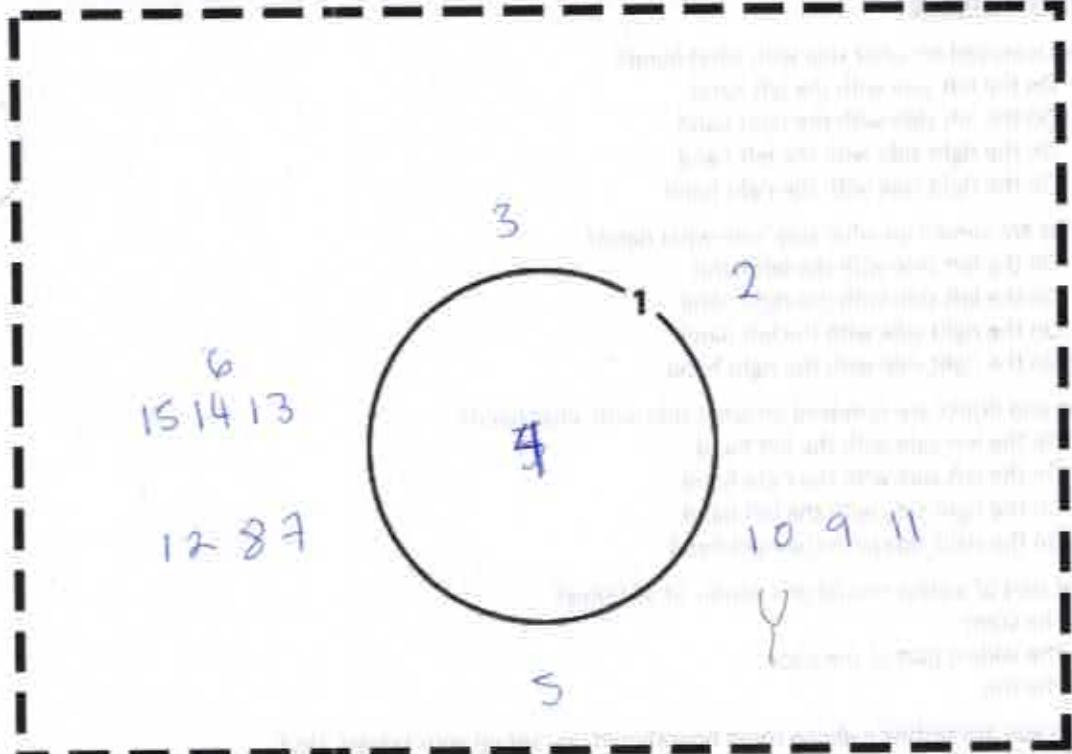
- 6) If you bring the wrong entrée to a guest what should you do?
 - a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 - b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
 - c) Try to convince 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

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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



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 1 inch inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar, Cream, and Lemon
3. Synchronized service is when: everyone works in harmony.
4. What is generally indicated on the name placard other than the name? Seat #
5. The Protein on a plate is typically served at what hour on the clock? 6 or 9 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? let the person in charge of food know