

MAXCINA NJOROGE

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HOSPITALITY EXPERIENCE

2010 – 2011 Server, Le Pain Quotidien, New York, NY

- Served mainly during weekend brunch hours
- Waited on patrons, in-house and via phone orders
- Performed opening and closing procedures

2008 - 2009 Hostess, RIINGO RESTAURANT, New York, NY

- Assisted managers with operations, maintenance et al
- Seated and assisted dining & bar guests
- Managed reservations on POS system

2007 - 2008 Server, CREPES ON COLUMBUS, New York, NY

- Served mainly during weekend brunch 8-9 hr shifts
- Waited on patrons, in-house & via phone orders
- Performed register sales reconciliation, end-of-day transactions
- Maintained and ordered restaurant stock and food supplies

Fall, 2007 Cater-waiter, PRIVATE PARTY, HARLEM, NY

- Provided waiter services at private bon-voyage party in Harlem brownstone
- Contributed to food prep & event set-up and break-down

2005 - 2006 Cater-waiter, CTI HOSPITALITY, New York, NY

- Provided waiter service at corporate and private events
- Assisted w/food prep and event set-up & break-down

1996 – 2000 Cater-waiter, THE JOYCE THEATRE, New York, NY

- Assisted Theater Manager as assistant house manager
- Provided cater-waitering services for post-performance receptions & special events
- Acted as bartender (beer & wine) while providing concessions service

EDUCATION

UCLA, Los Angeles, CA – Dance, Political Science

Crossroads School - Arts & Sciences, Santa Monica, CA -- HS Diploma, Latin, Theater & Dance focus



Servers Test

Name Maxina Nyonge
Score 32/35

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

3

91%

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

Match the Correct Vocabulary

D 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

F French Passing

D. Area for dirty dishware and glasses

B Russian Service

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

F Corkscrew

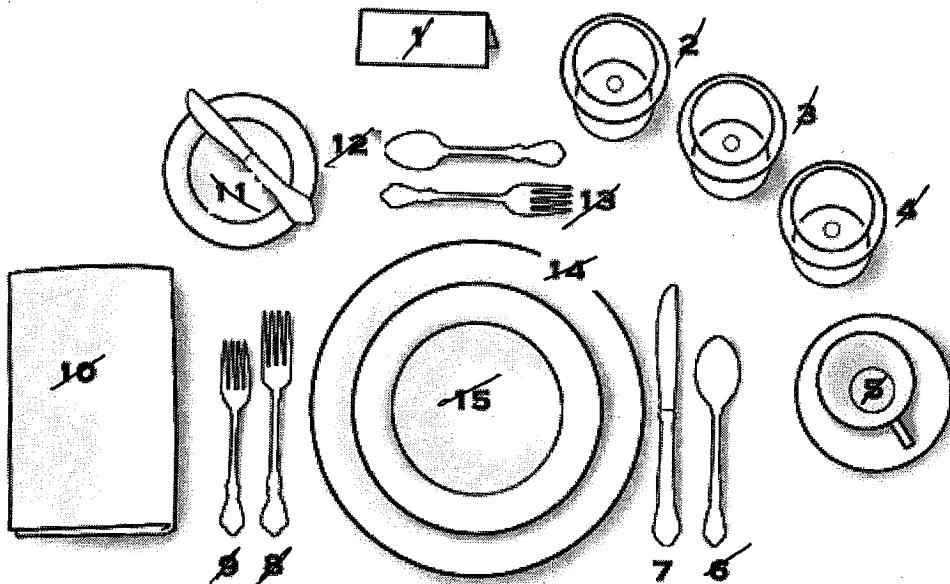
F. Used to open bottles of wine

C Tray Jack

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



Servers Test



Match the Number to the Correct Vocabulary

10

Napkin

11

Bread Plate and Knife

1

Name Place Card

12

Teaspoon

13

Dessert Fork

6

Soup Spoon

15

Salad Plate

4

Water Glass

8

Dinner Fork

5

Tea or Coffee Cup and Saucer

7

Dinner Knife

2

Wine Glass (Red)

9

Salad Fork

14

Service Plate

3

Wine Glass (White)

Fill in the Blank

1. The utensils are placed 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar + Cream, lemon slices
3. Synchronized service is when: servers bring out pre-selected entrees en masse
4. What is generally indicated on the name placard other than the name? The table number or relation 2 test
5. The Protein on a plate is typically served at what hour on the clock? 6 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Write it down and communicate it to the kitchen.