

JAMES ROBINSON ASHCRAFT
jamesbydesign@me.com 310.735.6911

HOSPITALITY PROFESSIONAL

Creative multi-tasking hospitality professional with an exceptional level of customer service with high profile clientele, excellent wine and food knowledge, and proven organizational and interpersonal skills.

INDUSTRY SKILLS SERVICE STYLES SERVICE SKILLS POS SYSTEMS

Fine Dining, Upscale Casual, Patio, High Volume, Private VIP
French Table Side, Russian, Tasting Menus, Special Events
Captain, Training, Wine Service, Deboning Fish Table Side Office
Micros, Aloha, Squirrel

HOSPITALITY EXPERIENCE

CAL MARE RESTAURANT, CAPTAIN/SOMMELIER/TRAINER

Beverly Hills, CA NOVEMBER 2017 - MAY 2018

A Michael Mina Restaurant showcasing Southern Italian Cuisine in the newly renovated Beverly Center exemplifying excellence in fine dining.

MARDI RESTAURANT, CONSULTANT

West Hollywood, CA JULY 2017 - NOVEMBER 2017

Casual Fine Dining by Chef Kris Tominaga. Successfully created and implemented systems, maintained employee payroll with ADP.

OTIUM RESTAURANT, FOH MANAGER

The Broad Museum DTLA, JUNE 2016 - JULY 2017

Sustainable international cuisine by award winning Chef Timothy Hollingsworth of The French Laundry. Successfully developed, and maintained day-to-day operational procedures for the FOH Team.

PROVIDENCE RESTAURANT, CAPTAIN/TRAINER

Hollywood, CA December 2012 - January 2015

Two Michelin Star fine dining sustainable cuisine. Successfully designed and maintained photo and knowledge base.

GOTHAM STEAK, CAPTAIN/TRAINER

Fontainebleau Resort

Miami Beach, FL July 2011 - September 2012

Classic American Steak House by NY Michelin Star Chef Alfred Portale in the iconic Fontainebleau Resort.

THE FORGE RESTAURANT, DIRECTOR OF TRAINING

Miami Beach, FL March 2010 - July 2011

Miami Paragon in fine dining showcasing one of the worlds most prestigious award winning wine cellar collection since 1968.

James Robinson Ashcraft

Hospitality Professional

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Professional References

Chef Joseph Sasto

Executive Chef for Cal Mare Restaurant

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(702) 275 - 7555

Justin Sanford

Assistant General Manager for Otium Restaurant

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(407) 342-8624

Donato Poto

Owner & GM Providence Restaurant

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(323) 460- 4421

Shannon McKenna

Current Director Catering and Conference Services Epic Hotel Miami

Former Manager for AYS Staffing shannon.mckenna@epichotel.com

(305) 967 - 7319

Fernando Zamudio

Current Sommelier La Mar @ Mandarin Oriental Miami Former

Sommelier for The Forge Restaurant FZamudio@mohg.com

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Professional References

Chief Joseph Sasto

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Current Director Catering and Conference Services Epic Hotel Miami

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Fernando Zamudio

Current Sommelier La Mar @ Mandarin Oriental Miami Former

Sommelier for The Forge Restaurant FZamudio@theforge.com

(787) 315 - 1447

Name

James Ashcraft

Servers Test

Score / 35

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

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)

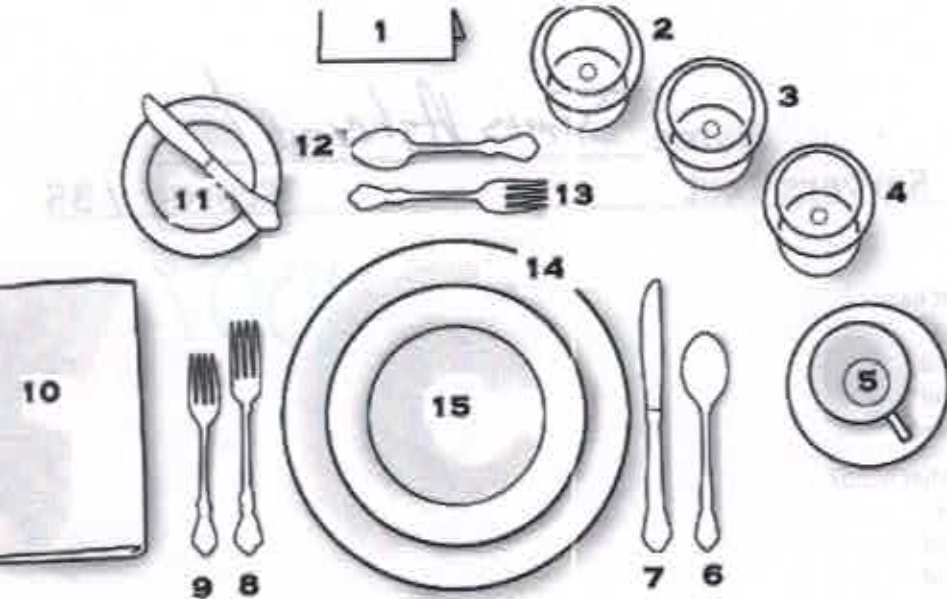
C. Used to hold a large tray on the dining floor

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



Score / 35

Match the Number to the Correct Vocabulary

- 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)

- 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

Fill in the Blank

1. The utensils are placed about 1 inch inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sweetener/milk
3. Synchronized service is when: A group lines up, circles table, drop food on Captain's command
4. What is generally indicated on the name placard other than the name? Name of Party
5. The Protein on a plate is typically served at what hour on the clock? 10 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Let the Kitchen Know.