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## **Professional Experience**

### **P.F. Chang's China Bistro**

Waitress

**November 2014- Present**

- Servers at P.F. Chang's China Bistro have the main responsibility of taking food and beverage orders
- Servers must enter all orders as quickly as possible while maintaining the proper sequence.
- Servers must also serve ordered food and beverages in their section and to other sections as well when no other servers or waiters are available for the task.
- Servers must also coordinate with the kitchen to make sure that service is on time and the quality of the food is according to the company's standards.
- Servers at P.F. Chang's China Bistro must perform all delegated tasks as directed by the management and make sure that all the company's operational guidelines are upheld.

## **Professional Experience**

Capricciosa, Torrance , California, United States

Waitress, August 2011- July 2013

- Prepare tables for meals, including setting up items such as linens, silverware, and glassware.
- Bring wine selections to tables with appropriate glasses, and pour the wines for customers.
- Fill salt, pepper, sugar, cream, condiment, and napkin containers.
- Explain how various menu items are prepared, describing ingredients and cooking methods.
- Collect payments from customers.
- Check patrons' identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Clean tables or counters after patrons have finished dining.
- Escort customers to their tables.
- Present menus to patrons and answer questions about menu items, making recommendations upon request.
- Garnish and decorate dishes in preparation for serving.
- Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Stock service areas with supplies such as coffee, food, tableware, and linens.
- Serve food or beverages to patrons, and prepare or serve specialty dishes at tables as required.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning.
- Prepare hot, cold, and mixed drinks for patrons, and chill bottles of wine.
- Describe and recommend wines to customers.
- Take orders from patrons for food or beverages.
- Inform customers of daily specials.

- Perform food preparation duties such as preparing salads, appetizers, and cold dishes, portioning desserts, and brewing coffee.

#### **Party Staff, Los Angeles, CA (2011-2014)**

##### **Caterer**

- Welcoming the guests and taking care of their seating arrangements
- Conversing with each guest to convey them about the food menu and to understand their preferences
- Serving drinks before the meals
- Serving each guest politely and sufficiently, as per their demand
- Taking special precautions in case of kids and senior citizens
- Following proper sequence of meal courses
- Maintaining a high degree of hygiene at the serving place
- Coordinating with other team mates for quick and efficient services

#### **Video Shack, Hawthorne, California, United States**

##### **Sales Associate,**

March 2009- May 2011

- Watch for and recognize security risks and thefts, and know how to prevent or handle these situations.
- Prepare merchandise for purchase or rental.
- Compute sales prices, total purchases and receive and process cash or credit payment.
- Maintain records related to sales.
- Greet customers and ascertain what each customer wants or needs.
- Clean shelves, counters, and tables.
- Answer questions regarding the store and its merchandise.
- Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.

#### **Professional Experience:**

##### **Education**

Torrance High School, Torrance ,California, United States

Los Angeles Harbor College ,Wilmington, California, United States

Los Angeles Trade Tech, Los Angeles, California , United States

##### **Additional Skills**

- Providing direct attention to customer needs
- Being able to handle stressful situations
- Exceptional service and management skills in the culinary industry
- Managing/mentoring staff to provide excellent customer service.
- Excellent teambuilding skills
- Able to handle money.
- Have my food handlers card.



**Multiple Choice (6 points)**

- 1) Carbonation \_\_\_\_\_ the rate of intoxication.  
a) Slows down  
☒ b) Speeds up  
c) Does nothing to
- 2) What are the six most commonly used spirits?  
a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice  
☒ b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila  
c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel  
d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum
- 3) You can accept an expired ID as long as all other information is correct.  
a) True  
☒ b) False
- 4) If someone has had too much to drink, serving them coffee will help sober them up.  
a) True  
☒ b) False
- 5) What are the acceptable forms of ID for Alcohol Consumption?  
a) State or Government Issued ID Card or Drivers License  
b) Passport or Passport ID Card (as long as it lists the person's date of birth)  
c) School ID or Birth Certificate  
☒ d) A & B  
e) A, B & C
- 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.  
a) True  
☒ b) False

2  
3  
94%

**Vocabulary (9 points)**

Match the word to its definition

C "Straight Up"

F Shaker Tin

I "Neat"

A Muddler

B Strainer

E Jigger

G Bar Mat

D "Float"

H "Back"

~~a.)~~ Used to crush fruits and herbs for craft cocktail making

~~b.)~~ Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

~~d.)~~ To pour 1/2 oz of a liquor on top

~~e.)~~ Used to measure the alcohol and mixer for a drink

f.) Used to mix cocktails along with a pint glass and ice

~~g.)~~ Used on the bar top to gather spills

~~h.)~~ Requesting a separate glass of another drink

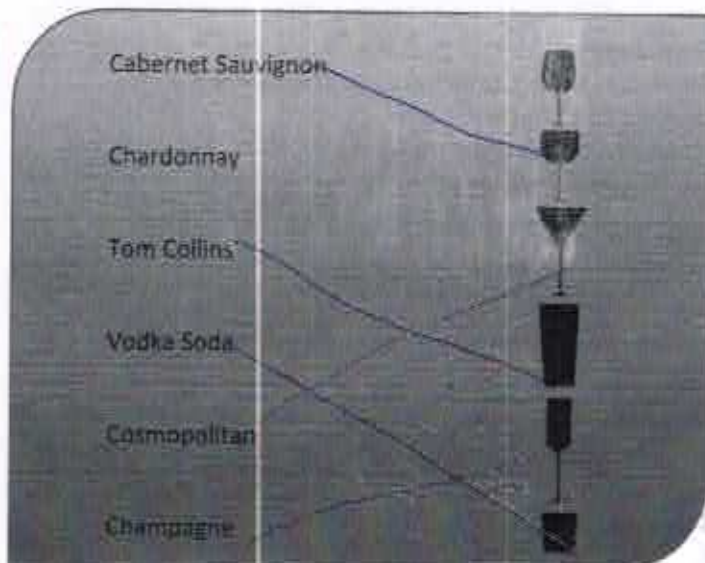
~~i.)~~ Means to serve spirit room temperature in a rocks glass with no ice

## Bartenders Test

Score / 35

### Glassware (6 points)

Match the correct glass to the drink



### Answer and Question (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points): Makers, Beefeater, Belvedere

What are the ingredients in a Manhattan? Bitters, whiskey, vermouth

What are the ingredients in a Cosmopolitan? Vodka, Cranberry, lime juice

What are the ingredients in a Long Island Iced Tea? Vodka, tequila, gin, triple sec

What makes a margarita a "Cadillac"? ~~Triple sec~~ S/S, tequila, triple sec

What is simple syrup? Sugar & water

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

Marry the drinks, NO

What should you do if you break a glass in the ice? Burn the ice / melt it / clean up glass

When is it OK to have an alcoholic beverage while working? Never

What does it mean when a customer orders their cocktail "dirty"? when the color changes & you add simple syrup

What are the ingredients in a Margarita? Simple syrup, tequila, lime juice



Name

Rockelle Walker

## 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**

- |  |   |
|--|---|
| <input checked="" type="radio"/> D Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <input checked="" type="radio"/> 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) |
| <input checked="" type="radio"/> A Chaffing Dish   | <input checked="" type="radio"/> C Used to hold a large tray on the dining floor  |
| <input checked="" type="radio"/> B French Passing  | <input checked="" type="radio"/> D Area for dirty dishware and glasses  |
| <input checked="" type="radio"/> G Russian Service | <input checked="" type="radio"/> E Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <input checked="" type="radio"/> F Corkscrew       | <input checked="" type="radio"/> F Used to open bottles of wine   |
| <input checked="" type="radio"/> C Tray Jack       | 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  
3 Wine Glass (Red)  
9 Salad Fork  
14 Service Plate  
2 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 1 inch (es) from the edge of the table.  
2. Coffee and Tea service should be accompanied by what extras? cream & sugar  
3. Synchronized service is when: when all servers serve food at the same time  
4. What is generally indicated on the name placard other than the name? the event  
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? tell the back of the house / chef