

Alaina Marcel

Server - Dave and Buster's

Lomita, CA 90717

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(424)378-9826

Work Experience

Server

Dave and Buster's - Torrance, CA

June 2018 to Present

Greet guest

- Up sell menu items and promotions
- Help guests with by suggesting menu items
- Use POS system to take orders
- Handle and account for personal bank
- Provide tailored customer service
- Maintain a positive atmosphere for guest
- Guide guest's experience throughout establishment

Hostess, Takeout, Expo

BJ's Restaunt and Brewhouse - Torrance, CA

July 2016 to August 2017

Greet guests as they enter the resteraunt and on the telephone

- Accurately seat guest at appropriate tables
- Organize reservation arrangements
- Arrange tables for reservations and other large parties
- Use register and account for drawer
- Maintain a clean and organized kitchen
- Responsible for getting food to table on time

Education

Associate Degree in Child Development

El Camino Community College - Torrance, CA

August 2017 to Present

Skills

CUSTOMER SERVICE (3 years), CONFLICT MANAGEMENT, Waitress, Waiter, Restaurant Server

Additional Information

SKILLS

- Certified Food Handler
- Excellent language and communication skills
- Superb up-selling and relevant product suggestion
- Well-versed in conflict management
- Competent at maintaining focus in a fast paced environment
- Considerable experience in operating a register and maintaining a cash drawer
- Well developed customer service skills
- Adept at maintaining an energetic, positive, inviting demeanor and atmosphere
- Mastery of basic mathematics
- Strong ability to provide information to customers as well as resolve complaints
- Proven skilled at developing long-term rapport with customers to ensure repeat business

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

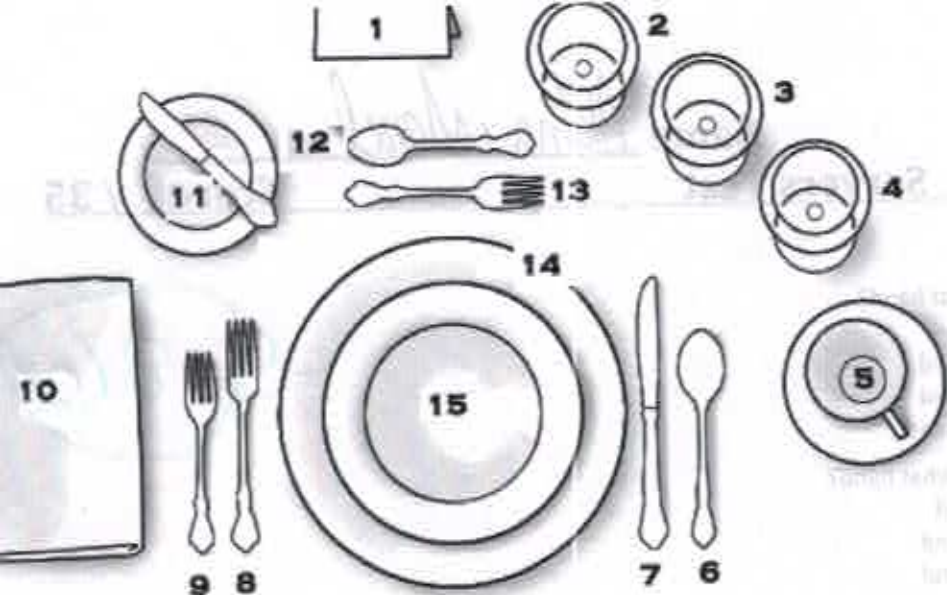
5) When you are setting a dining room how should you set up your tablecloths?

- 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 VocabularyD SculleryF Queen MaryA Chaffing DishB French PassingG 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



Score / 35

Match the Number to the Correct Vocabulary

- | | |
|-----------|------------------------------|
| <u>8</u> | Dinner Fork |
| <u>5</u> | Tea or Coffee Cup and Saucer |
| <u>7</u> | Dinner Knife |
| <u>2</u> | Wine Glass (Red) |
| <u>9</u> | Salad Fork |
| <u>14</u> | Service Plate |
| <u>3</u> | Wine Glass (White) |

- | | |
|-----------|-----------------------|
| <u>10</u> | Napkin |
| <u>11</u> | Bread Plate and Knife |
| <u>1</u> | Name Place Card |
| <u>12</u> | Teaspoon |
| <u>13</u> | Dessert Fork |
| <u>6</u> | Soup Spoon |
| <u>15</u> | Salad Plate |
| <u>4</u> | Water Glass |

Fill in the Blank

- The utensils are placed 4 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? SUGAR & Cream
- Synchronized service is when: ALL SAME
- What is generally indicated on the name placard other than the name? Table number
- The Protein on a plate is typically served at what hour on the clock? 3 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Tell them if we have one & tell chef or expo