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OBJECTIVE

I am a hard working, driven individual seeking a position where I can develop my skills as a Server/Bartender. I have worked in customer service for 11 years and spent the last 5 years gaining experience in the Hotel/Restaurant Industry.

I've worked many different positions in a Bar/Restaurant at many different locations ranging from Host/Bus at high volume turn/burn style restaurants to Serving/Bartending in a professional hotel atmosphere. I am looking for an establishment where I can provide a great customer experience while continuing to develop my skills as a Server/Bartender. I feel my range of experience and fun attitude would make me a great addition to your team. Thanks in advance for your favorable consideration. I welcome the opportunity to discuss this job opening with you in a personal interview.

SKILLS AND ABILITIES

- Ability to work well with others
- 3 years Barback experience
- 5 years serving experience
- 2 years Bartending experience
- 11 years customer service
- 5 years Barista experience

Work Experience

Westin Monache/Levy Restaurants

50 Hillside Drive, Mammoth Lakes, CA 93546 - 10.00\$ plus Tips (25\$-50\$ an hour) - May 2016 - June 2018 - (760) 934-0400

Host/Busser/Expo/Server/Bartender/Catering/In-room Dining/Pool Bar Manager

- Full-Time for two years working a wide variety of positions throughout the hotel.
Providing a great experience for our guests.
- Mainly worked as a dining room/cocktail server in the hotel restaurant called Whitebark. I Would be responsible for my section, taking orders, serving dinner, taking drink orders and Providing an overall great customer experience.
- Worked my way up from bar back to bartending so I have a great understanding of the Bar and how it runs. Served food/drinks to our bar guests as well as working the well for the restaurant.
- Worked as pool bar manager for the summer. Worked mainly as the lead bartender and Responsible for taking food/drink orders from guests at our pool. Worked with a team of food runners and fellow bartenders. I know how to break down and set up a bar and am efficient.
- Worked In room Dining delivering food to guests in the hotel and providing other services to Guests such as; delivering amenities to rooms, maintaining water in lobby, working closely with front desk agents.

John's Pizza Work/Outlaw Saloon

3499 Main St. Mammoth Lakes, CA 93546 - 10.00\$/Hr. Plus Tips - May. 2016- Dec. 2017 - (760) 934-4056

Server/Bartender

- Sports Bar Environment, high volume, resort town
- Worked mainly as a server taking orders and keeping track of customers in my section of the restaurant.
 - Worked as a barback/food runner as well.
 - Worked closely with a team and worked productively.
- Responsible for opening and closing duties and worked long shifts.

Burgers Restaurant

Mammoth Lakes, CA - 9.00\$ - May 2015- April 2016 - 6118 Minaret Rd, Mammoth Lakes, CA 93546 - (760) 934-6622

Host/Busser

- Cash handling, tipping out servers, closing register, to go orders
 - Seating customers and taking drink/appetizer orders
- Bussing and setting tables/keeping restaurant clean and orderly
- Provide great customer service and assist servers in a fast-paced turn and burn style restaurant.

Mammoth Mountain Ski Resort

Mammoth Lakes, CA - 9.80\$ - Dec. 2013- April 2014 - 10001 Minaret Road, Mammoth Lakes, CA - (800)-626-6684

Rental Adjuster/ Lift Operator/ Retail Associate

- Correctly fitting customers with skis and boots
 - operating and supervising lifts
- providing great customer service and information for the visitors
- worked the register selling tickets, merchandise, and ski lessons
 - Maintain register and opening/closing retail store

EDUCATION

El Capitan High School, San Diego, CA
Grossmont College, San Diego, CA

2006 - 2010
2011 - 2013

Course of Study: Diploma
Course of Study: Associates Degree

Name TREVOR B.

Servers Test

Score / 35

Multiple Choice

B

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

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

C

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

A Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

B 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)

C Chaffing Dish

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

D French Passing

D. Area for dirty dishware and glasses

E 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

G 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

<u>8</u>	Dinner Fork
<u>6</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

1. The utensils are placed 3 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar, milk
3. Synchronized service is when: Working with team to serve guest
4. What is generally indicated on the name placard other than the name? Special requests (IE Vegetarian)
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?
talk with expo manager and replace w/ Vegetarian option.