

SAMANTHA STENSON

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Summary

Extremely friendly and successful at consistently delivering the highest quality service. Fast worker who always goes the extra mile to sell more and keep customers happy.

Highlights

- LEAD certified
- Food Handlers certified
- Experience with Micros, Aloha and other P.O.S. systems
- Excels at upselling
- Friendly and enthusiastic
- Positive personality
- Flexible Schedule
- Fast learner
- Ability to quickly create and keep regulars

Experience

Bartender	The Harp - Ocean Beach, CA	Oct 2016 - Present
Responsible for opening and closing of restaurant/bar. Effectively provided prompt, efficient, friendly, and accurate service at all times while maintaining fun and professional attitude. Helped with inventory and cost control.		
Bartender	Gallagher's Irish Pub - OB, CA	Jul 2014 - May 2016
Maintained a clean work area in accordance with all state health regulations. Effectively provided prompt, efficient, friendly, and accurate service at all times while maintaining fun and professional attitude. Responsible for fully opening/closing bar.		
Lead Bartender	G.W. Sharkey's - Coral Springs, FL	Nov 2011 - Jul 2014
Responsible for opening and closing of restaurant/bar. Helped with inventory/cost controls. Maintained a clean and safe work environment. Provided fast and friendly service to all guests while never compromising company standards.		
Server/Bartender	Miller's Ale House - C. Springs, FL	Oct 2009 - Sep 2012
Hired as a server and was promoted quickly to bartender due to my passion for the hospitality industry, work ethic, and ability to strive under pressure.		

Education

Brainerd High School - Brainerd, MN	2008
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References

Kevin Gallagher Owner - The Harp	619-222-0168
Richard Kushner General Manager - G.W. Sharkey's	954-701-6755
Sara Severson Bar Manager - Miller's Ale House	321-356-6180

Name Samantha Stenson
Servers Test Score / 35

Multiple Choice

D

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

A

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

A

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

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

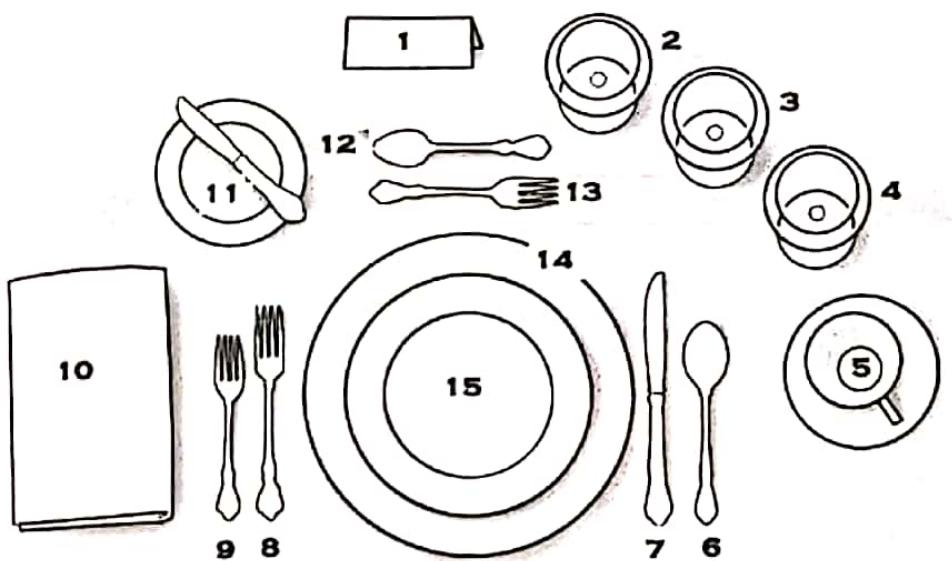
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

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



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>3</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Service Plate
<u>2</u>	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 2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Spoon, sugar, cream.
3. Synchronized service is when: everyone works together.
4. What is generally indicated on the name placard other than the name? business.
5. The Protein on a plate is typically served at what hour on the clock? 3 o'clock.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? inform the kitchen.