

Alissa Lynn

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- ❖ Created a welcoming atmosphere for guests in order to facilitate a positive dining experience

- ❖ Assisted guests with menu choices in an informative, helpful manner

- ❖ Utilized social and communication skills to bring in revenue, good relations with customers and staff

Bartender/Server, Sandbar; Mission Blvd, SD — March - October 2018

- ❖ Consistently delivered friendly service that exceeded customer expectations

- ❖ Professionally suggested additional items to guests, effectively increasing sales for the restaurant

- ❖ Provided consistent, reliable service resulting in returning regular customers

Bartender/Server, Hootch & Banter; Frederick, MD — 2015-2017

- ❖ Demonstrated the ability to multi-task at a fast pace while servicing over 1,000 customers weekly

- ❖ Skillfully communicated menu knowledge in order to advertise, market, and recommend a variety of food and beverage options to guests

- ❖ Trained new employees in restaurant protocols, food safety procedures, and customer service guidelines

- ❖ Regularly participated in extensive food, wine, and fine-dining training programs

Server Buffalo Wild Wings; Frederick, MD — 2013-2014

- ❖ Welcomed guest with a cordial attitude and seated guests in a friendly manner

- ❖ Facilitated guests' decision making by communicating thorough knowledge of all menu items

- ❖ Demonstrated flexibility in regards to work assignments and scheduling

EDUCATION**Urbana High School; Ijamsville, MD — High School Diploma, 2013**

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

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

D 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

B 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

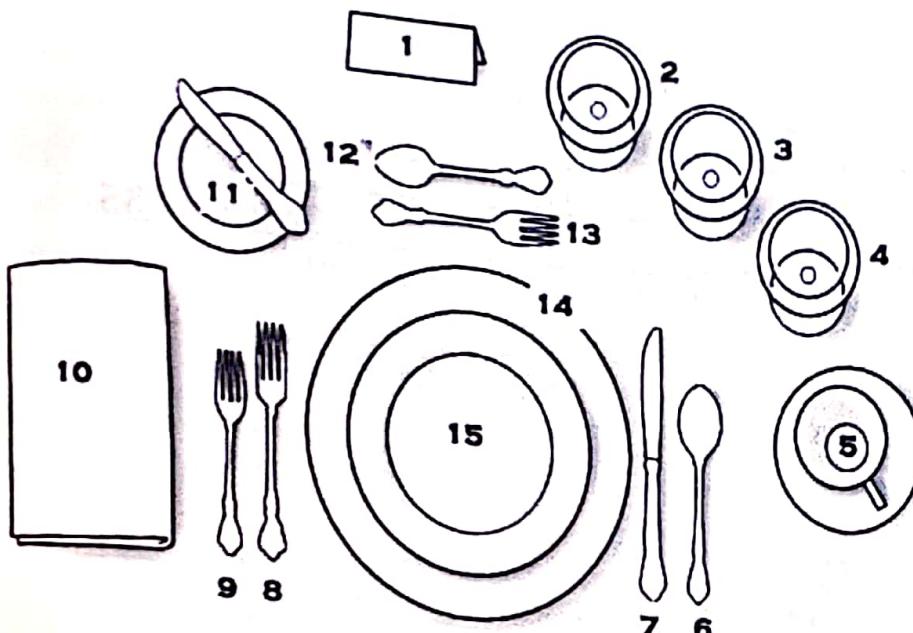
D 5) When you are setting a dining room how should you set up your tablecloths?
a) Neatly and evenly across the tables
b) The creases should all be going in the same directions
c) The chairs should be centered and gently touching the table cloth
d) All of the above

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
E Queen Mary
D Chaffing Dish
G French Passing
B 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
3	Wine Glass (Red)
9	Salad Fork
14	Service Plate
12	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
14. Water Glass

Fill in the Blank

1. The utensils are placed 1 - 2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Milk / sugar / cream.
3. Synchronized service is when: Service is provided at the same time for each individual.
4. What is generally indicated on the name placard other than the name? event
5. The Protein on a plate is typically served at what hour on the clock? 15 - 20 minutes after app
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? inform the chef or inform her on her options that are available to accommodate her specific needs.