

Kaitlyn Gillihan

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OBJECTIVE

To obtain a stable long term position with room to grow.

QUALITIES

I am self motivated, organized, able to multitask, and learn quickly. I take pride in my work and am always looking to improve. I excel under pressure, and thrive in a fast paced environment. This industry is what I have done for half my life, and I love it.

WORK EXPERIENCE

February 18- **Bonsall Fine Wine and Spirits, CA**

January 19 **Manager/Cashier**

- Opening/ Closing store: security, drops/closeouts.
- Ordering and managing inventory.
- Maintaining customer satisfaction and stores character and image.
- Handling all money transactions and drops with accuracy.

September 17- **Royalty Staffing, San Diego, CA**

May 18 **Bartender/Server**

- Following an online hourly updated schedule and on-call system with accuracy.
- Responding promptly to events around the greater San Diego area.
- Maintaining High volume Bartending or table service depending on event of the day.
- Banquet, Buffet, and formal Service styles applied at various events.
- Setting up event from full bar, to FOH house. Breaking down events and resetting of rooms.

December 16- **El Jardin, Fallbrook, Ca**

July 17 **Bartender/Busser/Hostess**

- Creating all incoming drink orders, alcoholic and otherwise.
- Stocking, prepping, and sanitisation tasks of the bar.
- Greeting and seating new tables making them comfortable while.
- Clearing tables quickly and resetting for new customers.
- Running food and drinks as well as handling to go orders.
- Totalling and processing of table payments at end of meals accurately

July 15- **Quality Express T-shirts, Oceanside, Ca**

Current **Manager**

Work details and reference available separately upon request.

January 14- **Sunshine Liquor, Oceanside, Ca**

May 15 **Assistant Manager**

- Opening and Closing of store, i.e. Security, Cash box, Balancing Drawers, Depositing drops.
- Sales of Alcohol, Tobacco, Wine, Lottery.
- Product stock and rotation, as well as quality control and maintaining orders and payments

July 13- **Jersey Mike's Subs, Carlsbad, Ca**

January 14 **Shift Lead**

- Maintaining speedy and friendly customer service with high quality.
- Taking multiple orders at a time accurately and efficiently. In person and via phone.
- Prepping food, baking all bread and other baked goods fresh daily.
- Heading shifts to run smoothly and without complaint.

October 11- **Carmine's**, Oceanside, Ca

May 12 **Hostess / Waitress**

- Maintain cash register for all incoming orders.
- Prepare food such as salads pastas and pizza.
- Maintain dining room, and assisting customers.

March 09- **Fanny Ann's Saloon**, Sacramento, CA

December 09 **Cook / Bar back**

- Bussing all five floors with three bars.
- Covering Bartending on their breaks, and maintaining bar sanitisation.
- Stocking of all three bars as well as running all needed errands for establishment
- Cashier, grill, fry, and flat top cook.

July 08- **Breakwater Brewing Co.**, Oceanside CA

December 08 **Kitchen Manager and Server**

- Opening and promotion of the restaurant.
- Maintaining front and back of house as well as coordinating the kitchen with the bar.
- Preparing and serving food, bussing tables, and handling food quality control.
- Organize and facilitate customer needs and resolving any issues
- All opening and closing requirements i.e. security, cleaning, cash drops.

References

David Avina - Owner - Quality Express T-shirts :: 808-298-9668
Known for 9 years

Chris Mcinerney - Owner - Sunshine Liquor, Emerald Spirits, and Bonsall Liquor: 760-822-0069
Known for 7 years

Jacob Meyers - Manager - Carmine's Pizza:: 760-966-6888
Known for 8 years

Mac McCulloch - General Manager - Fanny Ann's Saloon:: 916-441-0505
Known for 8 years

Name Kathryn Gillman
Servers Test

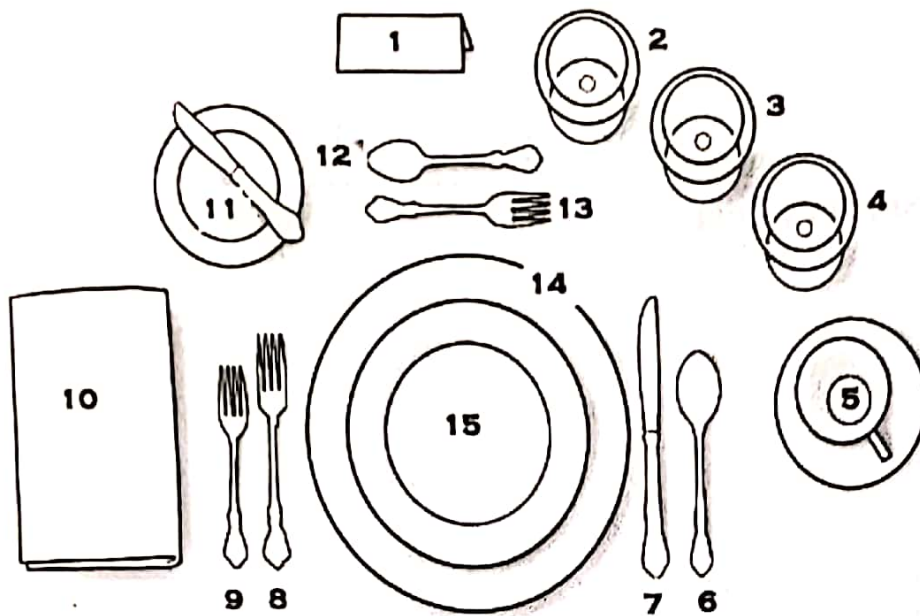
Score / 35

Multiple Choice

- a 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
- 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 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

- | | | | |
|----------|-----------------|----------|--|
| <u>D</u> | Scullery | <u>A</u> | Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> | Queen Mary | <u>B</u> | 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) |
| <u>A</u> | Chaffing Dish | <u>C</u> | Used to hold a large tray on the dining floor |
| <u>G</u> | French Passing | <u>D</u> | Area for dirty dishware and glasses |
| <u>B</u> | Russian Service | <u>E</u> | Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> | Corkscrew | <u>F</u> | Used to open bottles of wine |
| <u>C</u> | Tray Jack | <u>G</u> | 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>10</u> | Tea or Coffee Cup and Saucer |
| <u>11</u> | Dinner Knife |
| <u>12</u> | Wine Glass (Red) |
| <u>9</u> | Salad Fork |
| <u>14</u> | Service Plate |
| <u>3</u> | Wine Glass (White) |

- | | |
|-----------|-----------------------|
| <u>1</u> | Napkin |
| <u>2</u> | Bread Plate and Knife |
| <u>3</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 2 1/2 (half) inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? _____
- Synchronized service is when: Food is served and removed in unison
- What is generally indicated on the name placard other than the name? Allergies / Plate Choice
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Find Captain to make sure its available.