

Denise Segobiano

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OBJECTIVE: Food Service Specialist

Food Service professional with exceptional experience as Food Inspector / Quality Assurance and Management of dining facilities cash collected funds. Supervised and trained personnel in proper procedures of food safety and quality standards. Inspected product to ensure quality and safety according USDA Standards and the Food Code. Trained workers in food preparation, and in service, sanitation, and safety procedures. Conducted standardized tests on food and beverages to ensure compliance with standards and regulations.

Strengths:

- Nutrition knowledge
- Operations improvement
- Food safety understanding
- Recipe design and modification
- Safe food storage / Meal preparation
- Point of Sale (POS) system operation
- Persuasive, solution-oriented communicator with highly effective motivational skills.
- Skilled at cooking wide range of recipes while maintaining high standards of safety and nutrition.
- Knowledge of a wide variety of kitchen equipment and cooking techniques in a fast-paced environment.

AREAS OF EXPERTISE

Food Service:

- Supervised the preparation, cooking and serving of over 3,500 meals per day.
- Trained, assigned and coordinated shift workers to promote efficiency of operations.
- Prepared food according to planned Marine Corps menus while upholding military standards.
- Enforced sanitation standards, policies, and safety procedures to avoid any food borne illness or injury.
- Ensured that proper procedures, temperatures, and time periods are adhered to during food preparation.

Quality Assurance:

- Inspected galley equipment, kitchen appliances, work areas, and cooking equipment.
- Conduct inspections for the federal government: USDA, and FDA food processing plants.
- Provided technical guidance to lower grade personnel in garrison and field kitchen operations.
- Conducted quality and safety inspections, efficient record keeping, auditing and profit management.
- Inspected equipment and food for proper temperatures and storage practices; in food safety standards.

Customer Service:

- Collaborated with various levels of management to gather information pertaining to key issues.
- Resolved administrative problems by coordinating reports, analyzing data, and identifying solutions.
- Greeted customers with a smile, friendly conversation, offered assistance to enhanced customers need.
- Listened to the customers concerns and diffused frustration, provided customer with options and solutions.

CAREER BACKGROUND

Cash Collection Agent, Regional Food Service, Camp Pendleton, CA, 01/2009 – present

Quality Assurance Evaluator, Marine Wing Support, Camp Pendleton, CA, 05/2006 – 11/2008

Field Service Warehouse / Cash Collection Agent, MC Air Station, Camp Pendleton, CA, 05/1999 – 11/2006

EDUCATION / TRAINING

• Quality Assurance – Food Quality & Safe Handling • Dining Facility Sanitary Operations • Administrative support: Cash collection, Deposits, Documentation, Cash meal payment sheet • Marine Corps Food Service

ADDITIONAL COMMENTS

SERVICE VETERAN – U. S. Marine Corps - Honorable. Eligible for federal income tax credit, Work Opportunity Tax Credit (WOTC) to EMPLOYERS, up to \$9,600 tax credit for hiring specific target veteran(s). Please Inquire.

Name Denise Segobiano

Servers Test

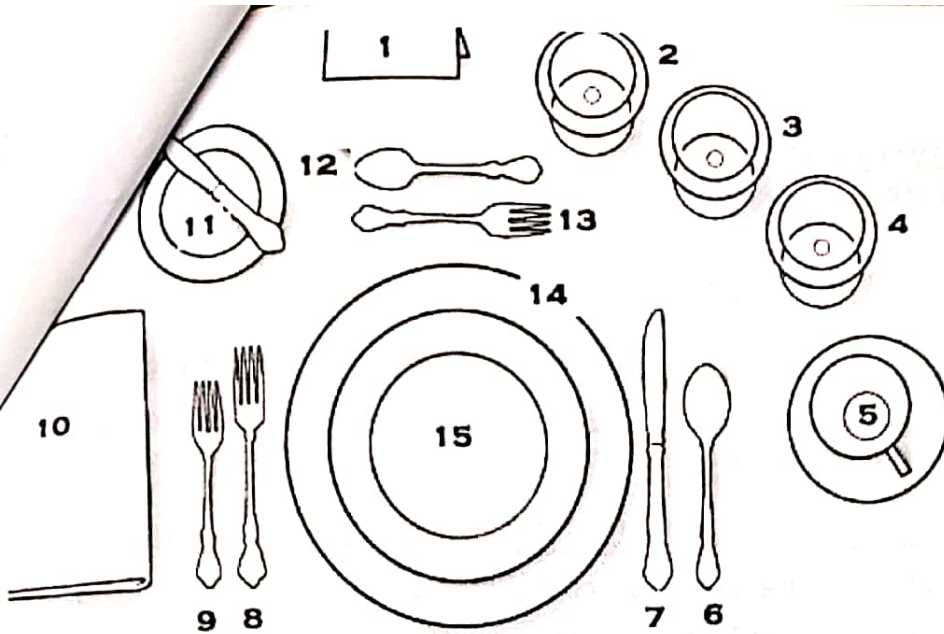
Score / 35

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 Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>B</u> 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) |
| <u>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>E</u> French Passing | D. Area for dirty dishware and glasses |
| <u>G</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F. Used to open bottles of wine |
| <u>C</u> 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

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

- The utensils are placed 4-6' #" inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream, Sugar
- Synchronized service is when: _____
- What is generally indicated on the name placard other than the name? Table #
- The Protein on a plate is typically served at what hour on the clock? 8
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
notify the cook