

VICTOR A. MORALES

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OBJECTIVE:

Food and Beverage Manager, with ample customer service experience; bilingual, fluent in Spanish language. Energetic, detail oriented, self-motivated team player with proven leadership abilities and supervisory skills, seeking full time Food Director employment opportunity that will utilize my academic and professional experience.

EDUCATION:

**High School Diploma - Costa Rica Central
Food and Beverage Preparation and Serving Certificate**

HONORS:

**Employee of the Year - Madison Suites Hotel
Employee of the Quarter - Hyatt Summerfield Suites
Employee of the Month - Hyatt Summerfield Suites
Employee Appreciation Award - Gynotech**

PROFESSIONALISM:

VM Taxi, Hillsborough NJ
Owner and Operator, Mar 2015 - Aug 2017

Transport hotel guests to corporate events.
Provide transportation for weddings and private groups.
Drive shuttle for local airports.
Document and address customer service complaints.

Homewood Suites, Princeton NJ
Food and Beverage Supervisor, Jul 2014 - Jul 2015

Configure and arrange hotel meeting rooms.
Order, prepare and serve full breakfast for hotel guests.
Maintain the kitchen staff schedule.
Address customer food and service complaints.

Hyatt Hotel Summerfield Suites, Bridgewater NJ
Food and Beverage Manager, July 2002 – Jun 2014

Supervise kitchen hotel staff in the preparation of breakfast and social hour events.
Develop, track and budget payroll for kitchen staff members.
Act as liaison with other management teams to improve hotel guest service experience.
Implement corporate instructions for meeting and banquet functions.

Madison Suites Hotel, Somerset NJ
Housemen Supervisor, August 1995 - July 2002

Supervise meeting room and banquet set up within hotel property.
Lead team in the development of room arrangement and accommodations for special requests.
Utilize corporate van to shuttle guests to appointments or office visits.
Serve as initial point of contact between management staff and housemen team.

Dishwasher Test

Score 10 / 10

100%

- 1) After washing your hands, which item should be used to dry them?
 - a) Clean apron
 - b) Sanitized wiping cloth
 - c) Single use paper towel
 - d) Common used cloth
- 2) While washing dishes by hand, which item should you wear?
 - a) Cutting glove
 - b) Oven Mitt
 - c) Rubber glove
 - d) Nothing
- 3) When should you wash your hands?
 - a) Before you start work
 - b) After handling non-food items (garbage, money, cleaning chemicals)
 - c) After using the restroom
 - d) All of the above
- 4) If you need to move a heavy load, you should PULL and not PUSH the object.
 - a) True
 - b) False
- 5) Which of the following could you be at risk for getting burned from?
 - a) Steam from boiling pots
 - b) Hot liquids (coffee, soup, tea)
 - c) Hot equipment (ovens, pots, chaffing dishes)
 - d) Harsh chemicals
 - e) All of the above
- 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
 - a) True
 - b) False
- 7) What should you do if you spill liquids or see a liquid spill?
 - a) Leave it for someone else to clean-up
 - b) Wait until the end of your shift to clean it
 - c) Flag the spill and clean it immediately
 - d) Not sure
- 8) When handling hot items you should?
 - a) Wear rubber gloves
 - b) No need to wear anything
 - c) Use an oven mitt or dry cloth towel
 - d) Nothing
- 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?
 - a) Rinsing
 - b) Scraping
 - c) Washing
 - d) Sanitizing
- 10) What is the proper method for cleaning and sanitizing stationary equipment?
 - a) Spray with a strong cleaning solution and wipe with a sanitized cloth
 - b) Spray with a sanitizing solution, then rinse with clean water and dry
 - c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
 - d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution

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

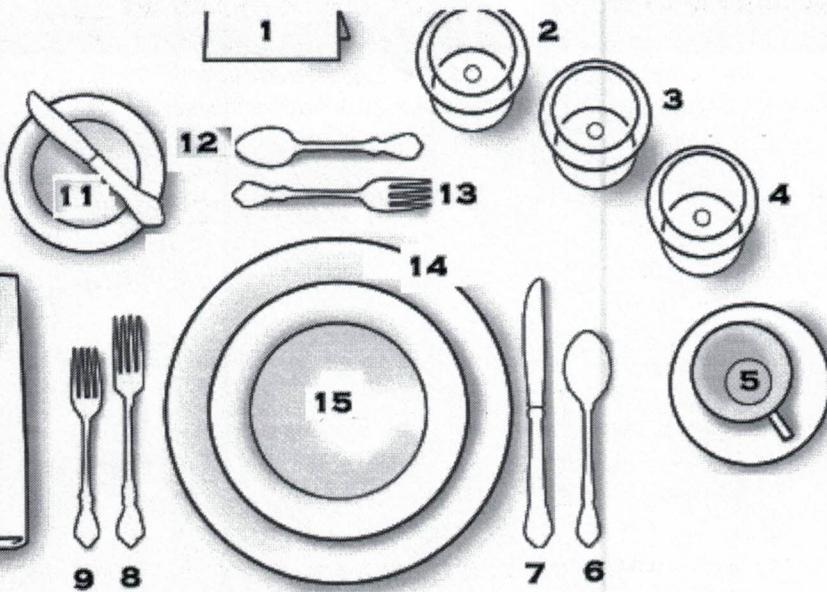
6) If you bring the wrong entrée to a guest what should you do?
a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served
c) Try to convince the 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

85%

Match the Correct Vocabulary

D Scullery
 E Queen Mary
 F Chaffing Dish
 B French Passing
 G Russian Service
 F Corkscrew
 K 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

<u>9</u>	Dinner Fork
<u>5</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>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 10 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? SUGAR. MILK. HOT. WATER

3. Synchronized service is when: Servers serve at once.

4. What is generally indicated on the name placard other than the name? TABLE. #.

5. The Protein on a plate is typically served at what hour on the clock? 6 PM.

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? TAKE NOTES. tell chef.