

Albert Torres

8410 Los Coches Road Apt#09
El Cajon, CA 92021
(619)920-7771
albertsd123@gmail.com

EXPERIENCE

Viejas Casino, Alpine — Server

October 2015 - PRESENT

Ensure all customer needs are met by attending to personal requests both in and outside of the buffet area, maintain clean and sanitary areas, and reseat tables in a timely manner. Upsell and direct customers to other casino amenities. Responsible for managing daily cash flow.

Applebees Inc., El Cajon — Server

April 2013 - October 2015

Managed daily cash flow on POS system. Met all customer needs by ensuring orders were placed and received in an accurate and timely manner. Facilitated other restaurant tasks to include functioning as host, managing the Carside-Takeout, and covering other stations as needed. Maintained a working knowledge of promotional food and beverages and upsold items to all customers. Implemented OSHA standards and regulations.

Sycuan Casino, El Cajon — Server

November 2011 - April 2013

Ensured all customer needs are met in the bingo and buffet areas. Attended to personal requests, maintained clean and sanitary areas, and reseated tables in a timely manner. Upsold and directed customers to other casino amenities. Responsible for daily cash flow.

Subway Inc., El Cajon - Sandwich Artist

January 2010 - November 2011

Managed cash flow on the POS system. Prepared food. Ensured store closing procedures were performed in an accurate and timely manner.

EDUCATION

Granite Hills High School, El Cajon — Diploma

September 2006 - June 2010

High School Graduate. Graduated six months early. Member of Big Brothers Big Sisters.

SKILLS

Multitasker
Optimistic
Problem Solver
Team player
Personable
Punctual
Hardworking
Takes initiative

AWARDS

Big Brother of the Year Award

Bartending License

LANGUAGES

English

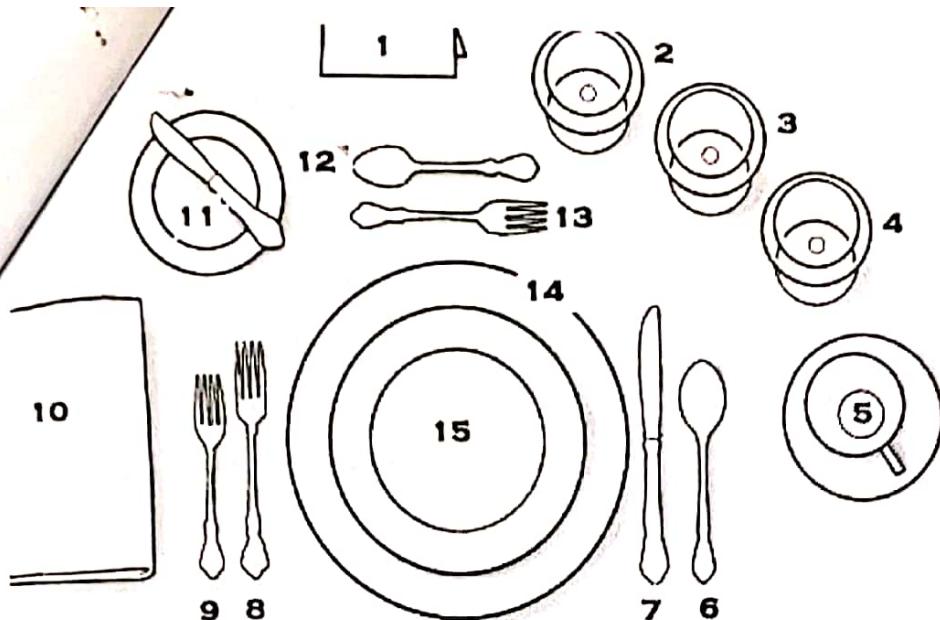


Multiple Choice

- 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

Match the Correct Vocabulary

<u>D</u>	Scullery	A. Metal buffet device used to keep food warm by heating it over warmed water
<u>A</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>E</u>	Chaffing Dish	C. Used to hold a large tray on the dining floor
<u>B</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

<u>8</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>3</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 in inch (es) from the edge of the table.
 2. Coffee and Tea service should be accompanied by what extras? Sugar and Honey.
 3. Synchronized service is when: The plates are served in unison.
 4. What is generally indicated on the name placard other than the name? The type of protein.
 5. The Protein on a plate is typically served at what hour on the clock? 4 o'clock.
 6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
go talk to the expediter.

Cashier Test

Score **14** / 15

-1

b 1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

a 2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

d 3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

a 4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

C 5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

6) What is the current sales tax rate in your city 7.75?

C 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

b 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

d 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

a 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

Cashier Test

Score 15

a

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

b

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? CA ID, DL, Passport

15) How many \$20 bills are in a bank band? 100