

Maria Vega

Server - Maracas Café & Catering

Los Angeles, CA 90065

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Seeking a position as a customer service representative where I can utilize my past professional experience and where I can advance within the company.

Authorized to work in the US for any employer

WORK EXPERIENCE

Cashier

Pickwick Gardens - Burbank, CA - March 2016 to Present

Set up the snack shop with food and the condiments that im going to need for the day make money n credit card transactions count my money at the end of my shift clean and sanitize at the end of my shift.

Server

Maracas Café & Catering - Los Angeles, CA - 2014 to Present

Prepare all the condiments for the events • Serve food and beverages to customers• Make sure that all the equipment its right • Clean and Sanitize the kitchen • Make fruit platters for events•

Concession Stand Worker

Patina Restaurant Group - Los Angeles, CA - March 2015 to November 2015

Responsibilities

Cook the kettle corn for all of the stands at the Hollywood Bowl make sure that we ordered all the merchandise we will need for the events,take orders and sell food and beverages to customers, stock all the merchandise they bring us for the upcoming events clean and sanitize the stand.

Accomplishments

My accomplishment was to give the best customer service to our customer's by making them feel welcomed when they will come and purchase food from us.

Skills Used

Customer Service was one of the most important skill that I demonstrate at work by making my customers feel welcomed.

Warehouse Worker

Forever 21 - Los Angeles, CA - 2013 to 2014

Warehouse Worker

• Scanning products, making sure the right merchandise was in the boxes • Making Boxes for the inventory • Counting merchandise• Doing inventory at the end of the week

Concession Worker

Levy's Restaurants - Los Angeles, CA - 2003 to 2009

Cashier • Serve food and beverages to customers • Prepare my stand with food and beverages• Count money at the end of my shift • Clean and sanitize my stand at the end of my shift • Card customers for their identification for alcohol

EDUCATION

Diploma in Medical Assistant

United Education Institute

2009 to 2010

High School Diploma

Belmont High School - Los Angeles, CA

1983

SKILLS

Cashier (7 years)

CERTIFICATIONS

ServeSafe

March 2017

RBS Training

March 2017

ADDITIONAL INFORMATION

PROFESSIONAL SKILLS

- Cashier
- Bilingual
- Customer Service
- Cafeteria Worker
- Warehouse Worker
- Server

$\begin{array}{r} \times \\ 75 \\ 150 \\ 225 \\ 300 \\ 375 \\ 450 \\ 525 \\ \hline 21.50 \end{array}$

$\begin{array}{r} 99'9'' \\ 100'00'' \\ \underline{21'50''} \\ 78'40'' \end{array}$

$\begin{array}{r} 10'00'' \\ 100'00'' \\ \underline{1'04''} \\ 108'04'' \end{array}$

$\begin{array}{r} 1'9'' \\ 125'00'' \end{array}$

19
125
994

$$\begin{array}{r} 10.00 \\ 394 \\ \hline 6.36 \end{array}$$

$$\begin{array}{r} 10.80 \\ 394 \\ \hline 7.06 \end{array}$$

$$\begin{array}{r} 2100 \\ 14.50 \\ \hline 150 \end{array}$$

$$\begin{array}{r} 500 \\ 35 \cdot 50 \\ \hline 15 \cdot 500 \end{array}$$

0.516
0.05
0.52

Prep Cooks Test

Multiple Choice (1 point each)

- D 1) A gallon is equal to _____ ounces
- a. 56
 - b. 145
 - c. 32
 - d. 128
- A 2) Mesclun are what type of vegetable?
- a. Roots
 - b. Beans
 - c. Salad Greens
 - d. Spices
- B 3) What does the term braise mean?
- a. Sear quickly on both sides
 - b. Slowly cook in covered pan with little liquid
 - c. Cook on high heat and quickly
 - d. Slowly cook in simmering water
- B 4) At what internal temperature must chicken be cooked so that it is safe to eat?
- a. 155 degrees F
 - b. 165 degrees F
 - c. 175 degrees F
 - d. 185 degrees F
- B 5) How do you blanch vegetables?
- a. Immerse for a short time in boiling water
 - b. Cook lightly in butter over med heat
 - c. Soak in cold water overnight
 - d. Rub with salt before cooking
- C 6) Which of the following ingredients would you pack before measuring?
- a. Olive Oil
 - b. Salt
 - c. Brown Sugar
 - d. White Sugar
- A 7) What is Al Dente?
- a. Firm but not hard
 - b. Soft to the touch
 - c. Very hard
 - d. Very soft
- A 8) Food should be left out no more than
- a. 2 hours
 - b. 3 hours
 - c. 4 hours
 - d. 5 hours
- C 9) Which is the improper way to thaw frozen food?
- a. In the fridge
 - b. In a sink with cold water
 - c. On the counter
 - d. In the microwave

70%

Prep Cooks Test

c 10) Which of the following can you use to put out a grease fire?

- a. Baking Soda
- b. Baking Powder
- c. Flour
- d. Water

b 11) What is the temperature range of the danger zone?

- a. 25-135
- b. 40-140
- c. 50-160
- d. 30-130

D 12) Which of the following is listed from smallest to largest?

- a. Dice, chop, mince
- b. Mince, chop, dice
- c. Chop, dice, Mince
- d. Mince, dice, chop

C 13) Which direction should pan handles be turned while cooking on the stove?

- a. Over the fire at all times
- b. Turned towards you for better control
- c. Turned towards the right or left at all times
- d. Over the countertop at all times

C 14) When you poach something, you cook it with what?

- a. Noodles
- b. Vegetables
- c. Liquid
- d. Oil

B 15) Which spoon is used to remove fat from soups and stews

- a. Basting Spoon
- b. Ladle
- c. Slotted Spoon
- d. Portion Spoon

B 16) Which of the following means to cook in a small amount of fat?

- a. Season
- b. Sauté
- c. Broil
- d. Boil
- e. Fry

a 17) What is a Julien cut?

- a. Food cut into long thin strips, matchstick
- b. Food cut into long thin strips then turned and cut into a 1/8' dice
- c. Food diced into finely chopped and uniform pieces
- d. Cutting and peeling into oblong seven sided football like shapes

C 18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.

- a. Sweat
- b. Boil
- c. Roast
- d. Grill

Fill-in the Blank (1 point each)

Cut Prep **Prep Cooks Test**

19) Thyme & Parsley are the basic seasoning ingredients for all savory recipes.

20) Chopped : to cut into very small pieces when uniformity of size and shape is not important.

Maria P. Vega

Dishwasher Test

100%

- C 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
- C 2) While washing dishes by hand, which item should you wear?
- a) Cutting glove
 - b) Oven Mitt
 - c) Rubber glove
 - d) Nothing
- d 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
- b 4) If you need to move a heavy load, you should PULL and not PUSH the object.
- a) True
 - b) False
- e 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
- A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
- a) True
 - b) False
- C 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
- C 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
- a 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
- C 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

Cashier Test

Score 12 / 15

- 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

- c 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 6) What is the current sales tax rate in your city 9.5 %?

- 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

3

80%

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?

California ID, passport.

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

100

Bussar

Name Maria Vega

Servers Test

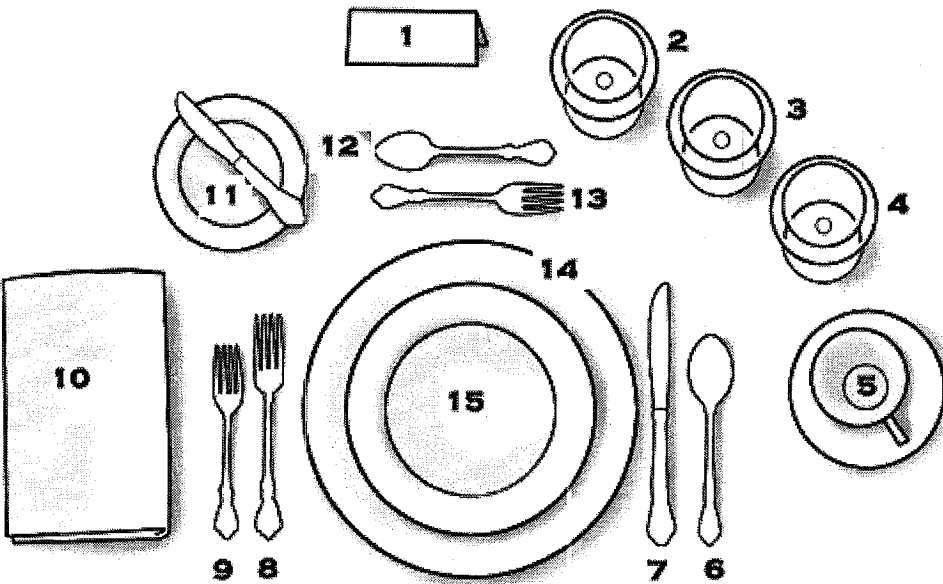
Score / 35

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
- X 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
- B 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>X</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| ___ 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) |
| ___ Chaffing Dish | C. Used to hold a large tray on the dining floor |
| ___ French Passing | D. Area for dirty dishware and glasses |
| ___ 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 |
| ___ 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

- 8 Dinner Fork
5 Tea or Coffee Cup and Saucer
3 Dinner Knife
3 Wine Glass (Red)
9 Salad Fork
14 Service Plate
4 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
2 Water Glass

Fill in the Blank

1. The utensils are placed _____ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? _____.
3. Synchronized service is when: _____.
4. What is generally indicated on the name placard other than the name? _____.
5. 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?
 _____.