

BRITANIE O'BRYAN

4/25 @ 11am

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Work Experience

09/2013 - 04/2014

Hostess

Olive Garden

I was promoted to be head hostess. As head hostess you are to set up the entire floor board. I'd make sure all of our servers are present. I was to make sure all the sections are clean. I was responsible for keeping up the entire front lobby. I would take reservations as well as give correct quote times for a wait. I would also have to organize parties, push tables together, as well as set out menus.

05/2014 - 04/2015

Server/Party Hostess

Main Event

As a server I was to ensure my guests don't have any allergies. Bring them out the correct things. Accommodate any other needs. As a party hostess I planned parties for children. I have to speak with a parent to see what package they would like. I had to organize an area for the food and cake. I was responsible for 20+ children at a time in a giant arcade. My job was basically to make sure the children had a blast and their parents could enjoy their time as well.

04/2016 - 02/2017

Server

Outback

My responsibilities consisted of greeting and seating guest as well as ensuring they enjoy their time in the facility. I was also responsible for setting up potato bar and brewing all of the coffees and teas for the entire restaurant. I was responsible for cleaning up my section as well as closing up the restaurant.

03/2017 - 02/2019

Server/cocktail Waitress

The Village Tavern

As a server as take care of my guest needs. As a cocktail waitress I take care of the entire bar area. I am to bring drinks timely and accordingly as well as their food. From time to time I would also expo the line. I have occasionally washed dishes, meal prepped, restocked and hosted. My responsibilities also consisted of closing down the restaurant to prepare for the next shift. And I have also been selected to represent the company at company dinners.

Education History

07/2020

Centennial High School

Clinical Psychology,
High School

Certifications & Honors

11/2018

Highest Sales In Wine

The Village Tavern

07/2018

Most Guest Compliments

The Village Tavern

01/2019

V.I.P.

The Village Tavern

Buffet Service Test

8/10

Multiple Choice:

1. The first thing a client is going to notice about you is:
 - A. How much you went through to get there
 - B. How far you had to park
 - C. What you look like when you report for duty
 - D. How Punctual you are
 - E. A&B only
 - F. C&D only
 - G. All of the above

2. BEO stands for:
 - A. Banquet Efficiency Order
 - B. Better Events Organization
 - C. Banquet Event Order
 - D. Best Ever Odor
 - E. None of the above

3. Once your chafing dish is set up, the next step is to add what to the pan:
 - A. The food
 - B. Hot Water
 - C. Cold Water
 - D. Jelly from the Sterno can
 - E. None of the above

4. Which is an acceptable way to lite a sterno can?
 - A. With matches
 - B. With a regular cigarette lighter
 - C. With a long-neck lighter
 - D. All of the above
 - E. None of the above

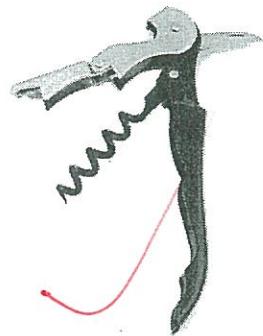
Name that item:



sterno can



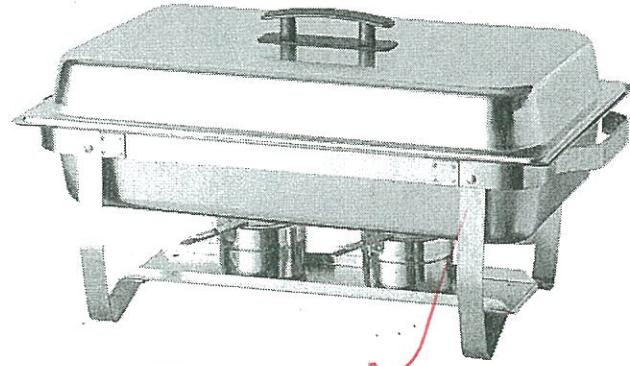
Platter



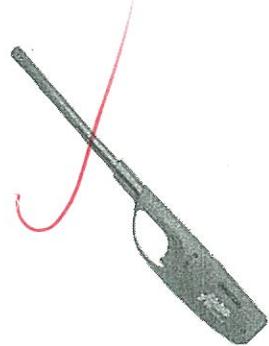
wine key



tray



Chafing dish



lighter

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

C

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

11%

6) What is the current sales tax rate in your city 11%?

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

B

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