

# MILVIA MEDINA

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## Professional Profile

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Professional attitude and good work etiquette in the work place; attentive and organized while working in the Customer Service field; very positive and friendly server in a fast-paced environment showing great people skills.

## Key Skills

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- Top-notch skills in customer service; take pride in providing great customer service and making sure the guest is fully satisfied.
- Use communication as the key for working proficiently with others as well with dealing with guests.
- Able to communicate with guests and listen to their concerns to make their experience a better one.
- Attentive and fast learning abilities
- Accuracy in data and reports, double-checking for any errors
- Multi- tasking and fast working skills; great sense of urgency.
- Can succeed working independently or collaborating as a group.
- Great knowledge in computer programs such as Excel and Word.

## Work Experience

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Host, Server, Cook Prep/ MBM Catering

CA, 2017- 2019

- Properly greet and sit guests
- Assist cook in preparing meals check temperatures, prepare dishes
- Decorate events in a timely manner, set up dining area
- Address guest on questions or concerns with their meals
- Serve appetizers, entrees, and desserts to guests in a timely manner
- Restock product up for grabs by guest continuously
- Attend guests with excellent customer service



Staff/ El Dorado Park Golf Course & Event Center  
Long Beach, CA 2013-2017

- Assisted in planning special events
- Served meals and drinks to guests
- Catered at weddings, corporate events, tournaments
- Decorated center for private events
- Focused on guests being satisfied with service

Employee/ Costco

Lakewood, CA 2012- 2014

- Provided great customer service.
- Handled cashiers and counted tills at the end of the day
- Several cleaning and maintaining duties
- Prepared food, made pizza
- Directed customers with necessary information

## Education

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Long Beach Poly High school

Excelled in Math and Communications GPA: 3.83

Long Beach City College

Major: Real Estate GPA: 3.5



**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
- d 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
- a 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
- b 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 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

77%  
 8

**Match the Correct Vocabulary**

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E 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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

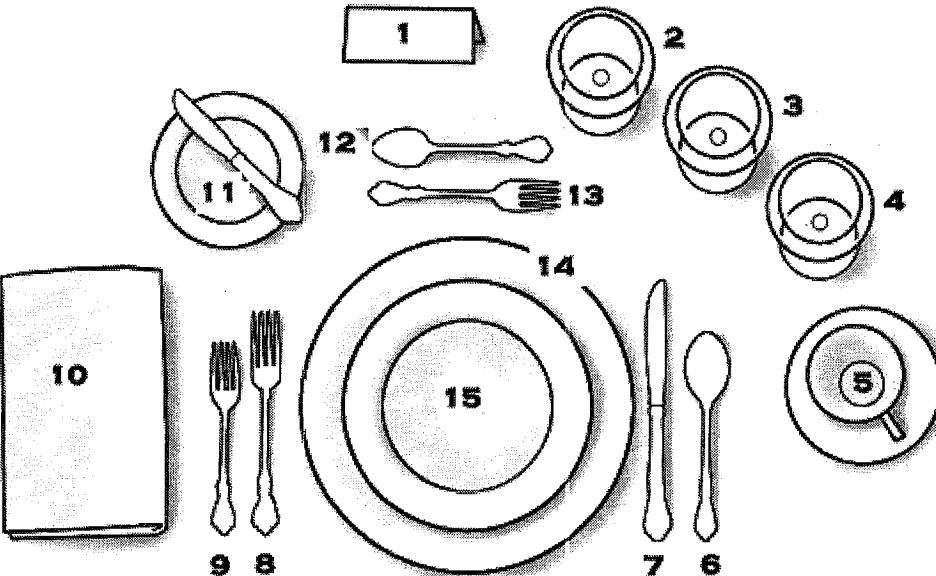
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F. Corkscrew

F. Used to open bottles of wine

C 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>12</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Service Plate
<u>3</u> <u>4</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 2 Water Glass

Fill in the Blank

1. The utensils are placed 1 inch inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? desserts
3. Synchronized service is when: Food arranged in particular way delivered@same time
4. What is generally indicated on the name placard other than the name? also company name
5. The Protein on a plate is typically served at what hour on the clock? 2 pm 10
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Inform the cook

Multiple Choice (1 point each)d

1) A gallon is equal to \_\_\_\_\_ounces

- a. 56
- b. 145
- c. 32
- d. 128

C

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

a

5) How do you blanche 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

b

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

-6  
10/

## 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

C 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

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

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

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

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

9 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

9 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)

## **Prep Cooks Test**

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- 19) Salt & pepper are the basic seasoning ingredients for all savory recipes.
- 20) ~~finely~~ chop : to cut into very small pieces when uniformity of size and shape is not important.

