

Alesia Marie Simmons

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Experienced server with dedication to customer service. Very personable and friendly with energy to handle many tables at once. Seeking to advance my career by growing within your successful restaurant team.

Highlights of Qualifications:

- Highly experienced in (pos) systems
- Master of sales techniques
- Upbeat, outgoing and positive
- Exceptional interpersonal skills

Relevant Experience:

- Presented menus to patrons and answered questions about menu items, making recommendations upon request.
- Ensured customer satisfaction by being friendly and accessible.
- Frequently assisted colleagues during rush periods to further promote teamwork while providing exceptional service and guest dining experience.
- Trained new employees and oversaw junior servers.
- Assist guests in order selection by promoting specific menu items and specials.
- Ensured high guest check averages by suggesting and selling additional food and beverage items.

Employment History:

Server: Fishbones Rhythm Cafe, Detroit MI: 2006-2009

Sales Rep: Juice Marketing, Southfield MI: 2010-2014

Server: Main Street Bar & Grill, Romeo MI: 2014-2017

Server: Grand China Restaurant: Atlanta GA: 2017-2019

Education:

Northwestern High School

High School Diploma

Wayne State University

Bachelors of arts Degree

Name Alesia Simmons

Servers Test

Score 28 / 35

Multiple Choice

- B 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
- B 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
- D 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
- A 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

-1

80%

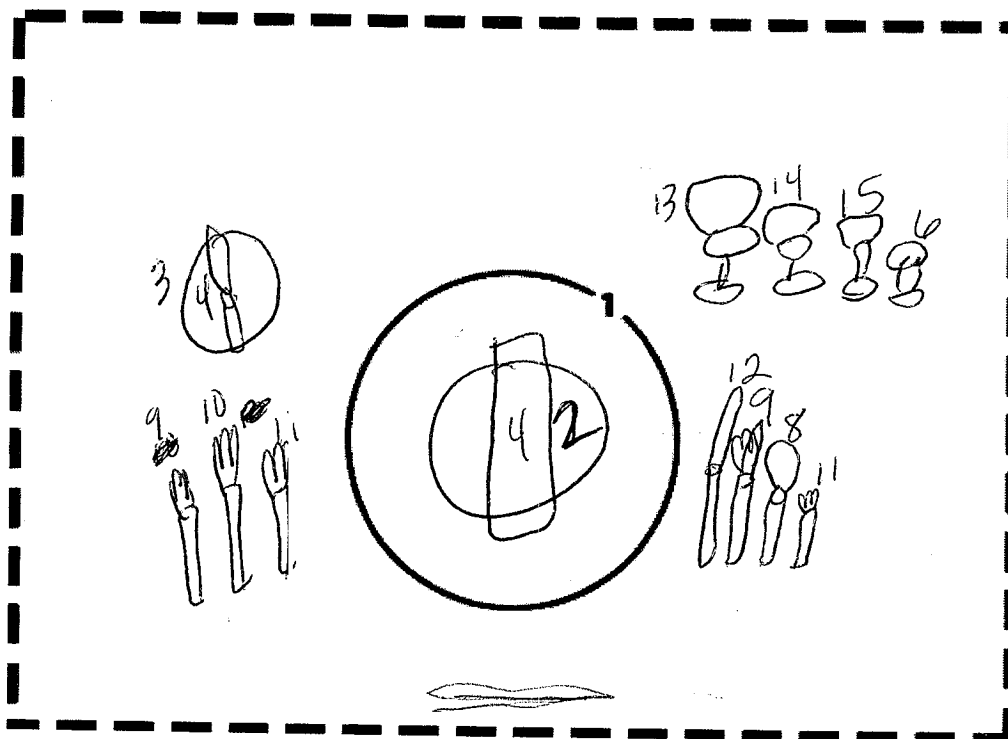
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | <u>B</u> 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>A</u> Chaffing Dish | <u>C</u> Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | <u>D</u> Area for dirty dishware and glasses |
| <u>G</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | <u>F</u> Used to open bottles of wine |
| <u>C</u> Tray Jack | <u>G</u> Style of dining in which the courses come out one at a time |

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Draw a formal place setting containing all of the following:

- | | | |
|----------------------------|------------------|----------------------------|
| 1. Service Plate | 7. Teaspoon | 13. Water Glass |
| 2. Salad Plate | 8. Soup Spoon | 14. Red Wine Glass |
| 3. Bread Plate & Knife | 9. Salad Fork | 15. White Wine Glass |
| 4. Napkin | 10. Dinner Fork | |
| 5. Name Place Card | 11. Dessert Fork | |
| 6. Tea/Coffee Cup & Saucer | 12. Dinner Knife | |

Fill in the Blank

1. The utensils are placed 1 8 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugars, cream, tea bags, hot water
3. Synchronized service is when: an elegant service for gourmet functions same time
4. What is generally indicated on the name placard other than the name? The hazards
5. The Protein on a plate is typically served at what hour on the clock? 6 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? address it to the kitchen staff