

CARLA P.VASQUEZ

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PROFESSIONAL SUMMARY: Food Server with over 10 years of experience in a range of customer-oriented service roles. Strong ability to troubleshoot and problem solve in fast-paced environment. Available to work weekends. Strong ability to remain on feet for entire length of shift. I'm good at basic math and work good under pressure and handle multiple table assignments at one time.

SKILLS:

1. Ability to maneuver between tables and around corners,
2. Diplomatically handle guest complaints-always being polite and maintain a Professional manner,
3. Assist guest with directions, entertainment, show event schedules and other information.

WORK HISTORY:

Catering Server- Los Angeles- 2008- 2017

- Maintain table settings by removing courses, replacing utensils
- Routinely cleaned work areas, glassware, and silverware
- Set dining tables according to event and service standards
- Ensured all necessary pre-shift/ post-shift side work is complete
- Inventoried and restocked items throughout day

EDUCATION:

National Restaurant Association- 233 S. Wacker Drive, Suite 3600 Chicago, Illinois 60606

Verdugo Hills High School- 10625 Plainview Ave. Tujunga, California 91042

Name Carla P. Vasquez

Servers Test

Score 25 / 35

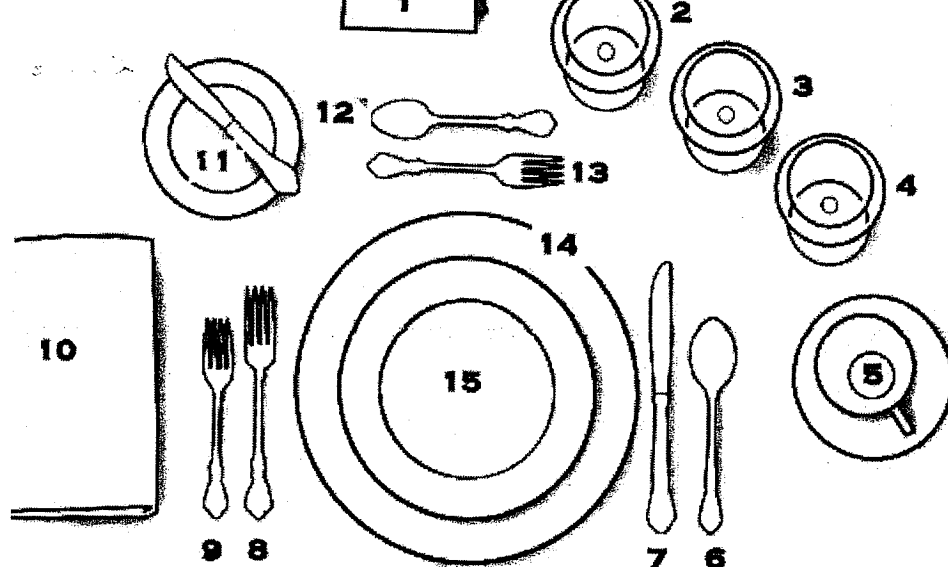
Multiple Choice

- 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
- 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
- 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
- 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 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

-10
 71/2

Match the Correct Vocabulary

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

- 8 Dinner Fork
5 Tea or Coffee Cup and Saucer
7 Dinner Knife
2 ~~3~~ Wine Glass (Red)
9 Salad Fork
14 ~~15~~ Service Plate
2 ~~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
4 Water Glass

Fill in the Blank

1. The utensils are placed 12 (1) inch (es) from the edge of the table.
 2. Coffee and Tea service should be accompanied by what extras? Sandwiches / Sugar & cream
 3. Synchronized service is when: very elegant serve @ same time
 4. What is generally indicated on the name placard other than the name? Reserved
 5. The Protein on a plate is typically served at what hour on the clock? Six o'clock
 6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Bring a special - different menu. tell chef

