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Server - gal

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Luiz F. DeSena

Security/Law enforcement

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Adaptable professional with 10+ years of experience and a proven knowledge of surveillance and asset protection. Aiming to leverage my skills to successfully fill the security/Officer role at your company.

Work Experience

Ambassador's Personal Assistant

BRAZILIAN CONSULATE/FINANCIAL OFFICE - New York, NY

May 2014 to March 2019

I worked directly under the Head of the Brazilian Financial office- Chief Ambassador of Brazil, Mr. R. Storani.

My main duties and responsibilities:

- * Coordinate with driver pick-up time.
- * Coordinate with residence chef, breakfast, lunch, and dinner.
- * Remind Ambassador of important meetings/functions for the day.
- * Book restaurant reservations(when necessary).
- * Make list of groceries/household cleaning product for the month.
- * Answer calls/transfer/take messages.
- * Light housekeeping duties.- Plan, order, and execute official dinners.- Hire bartenders/servers for special events.
- * Work closely with rest of staff to ensure everything is running smoothly.

Personal characteristics:

- *Able to work under pressure in a fast-paced environment.
- *Discretion and confidentiality.
- *Strong sense of urgency and ability to prioritize tasks.
- *Pleasant and assertive with a service-oriented attitude.
- **Ability to handle difficult situations with patience and diplomacy.**

Security/Screener

GATESAFE INC - Newark, NJ

February 2011 to November 2013

Main Roles:

* Aircraft Access Control: by assuring that only authorized personnel enter the aircraft while on the ground.

* Aircraft Ramp Access Control: by providing AOA access control & safety oversight while aircraft is on the ground.

* Aircraft Search: by meticulously searching all areas of the aircraft according to company, and federal regulations to ensure the safety of travelers pre-departure.

* Baggage Security: by surveillance of bag room & baggage make up area to ensure no baggage is stolen or pilfered.*Catering Security: by providing surveillance at the catering kitchen, searching all catering equipment, and ensuring that nothing is tampered with in transit from the facilities to aircraftt.

* Passenger Verification: by providing exemplary customer service in airport terminal while making sure that all passengers have valid identification and are authorized to board flights.

Ramp Service Agent

WORLDWIDE FLIGHT SERVICES - Newark, NJ
June 2008 to January 2011

Main Function:

- ❖ Marshalled aircraft during arrival and departure.
- ❖ Unloaded passenger luggage and air cargo, bulk and/or containers/pallets, onto carts and/or dollies.
- ❖ Unloaded wheelchairs and child strollers and delivered to designated location.
- ❖ Delivered passenger luggage to claim area and unloaded onto conveyor system.
- ❖ Delivered air cargo to appropriate recipient and sign off drop sheet.
- ❖ Drove and/or operated ground support equipment to include tow tractors, tow bars, belt loaders, container loaders, baggage tugs, water/lavatory service trucks, aircraft ground power units, aircraft air start units, air stairs, aircraft de-icing units, baggage carts, cargo dollies and passenger vans.
- ❖ Collected and loaded mail, live animals, wheelchairs and child strollers onto aircraft.
- ❖ Serviced aircraft water and lavatories. Inspected ramp areas adjacent to gate and aircraft for debris and remove/dispose of when found.
- ❖ Reported all equipment malfunctions to the appropriate supervisor/manager.
- ❖ Performed Other duties as assigned.

> Qualifications and Competencies:

- ✓ Valid driver's license.
- ✓ Good communication skills.
- ✓ Ability to work in inclement weather.
- ✓ Flexible to work on various shifts (days, evening, nights, weekends, and holidays).
- ✓ Capable of Lifting heavy objects that could reach 70 pounds (32 kilograms).

Education

Business Accounting

KEAN UNIVERSITY - Union, NJ
March 2008

Skills

Security (5 years)

Certifications/Licenses

S.O.R.A

Multiple Choice

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

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

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

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

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

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

20/35

80%

Match the Correct VocabularyD Scullery

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

A Queen Mary E

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)

E Chaffing Dish A

C Used to hold a large tray on the dining floor

B French Passing

D Area for dirty dishware and glasses

G Russian Service

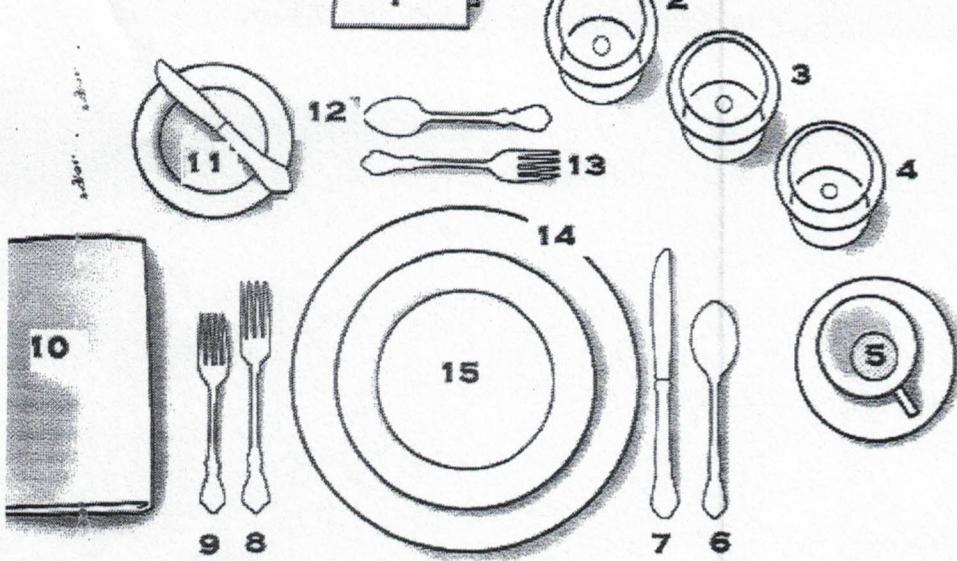
E Large metal shelving unit for prepared food to be held or for dirty trays to be stored

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>2</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Service Plate
<u>3</u>	Wine Glass (White)

<u>10</u>	Napkin
<u>11</u>	Bread Plate and Knife
<u>1</u>	Name Place Card
<u>12</u>	Teaspoon
<u>13</u>	Dessert Fork
<u>6</u>	Soup Spoon
<u>15</u>	Salad Plate
<u>4</u>	Water Glass

Fill in the Blank

- The utensils are placed 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream, Sugar, Sweetner
- Synchronized service is when: more than one Server Comes at the Same time.
- What is generally indicated on the name placard other than the name? Mr., Mrs.
- The Protein on a plate is typically served at what hour on the clock? After Salad 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? inform the expeditor if it can be accommodated

Multiple Choice (6 points)

- 1) Carbonation _____ the rate of intoxication.
 - a) Slows down
 - b) Speeds up
 - c) Does nothing to
- 2) What are the six most commonly used spirits?
 - a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice
 - b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila
 - c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel
 - d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum
- 3) You can accept an expired ID as long as all other information is correct.
 - a) True
 - b) False
- 4) If someone has had too much to drink, serving them coffee will help sober them up.
 - a) True
 - b) False
- 5) What are the acceptable forms of ID for Alcohol Consumption?
 - a) State or Government Issued ID Card or Drivers License
 - b) Passport or Passport ID Card (as long as it lists the person's date of birth)
 - c) School ID or Birth Certificate
 - d) A & B
 - e) A, B & C
- 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.
 - a) True
 - b) False

27/35

77%

Vocabulary (9 points)

Match the word to its definition

C "Straight Up"

a.) Used to crush fruits and herbs for craft cocktail making

F Shaker Tin

b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

I "Neat"

c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

A Muddler

d.) To pour $\frac{1}{2}$ oz of a liquor on top

b Strainer

e.) Used to measure the alcohol and mixer for a drink

E Jigger

f.) Used to mix cocktails along with a pint glass and ice

G Bar Mat

g.) Used on the bar top to gather spills

d "Float"

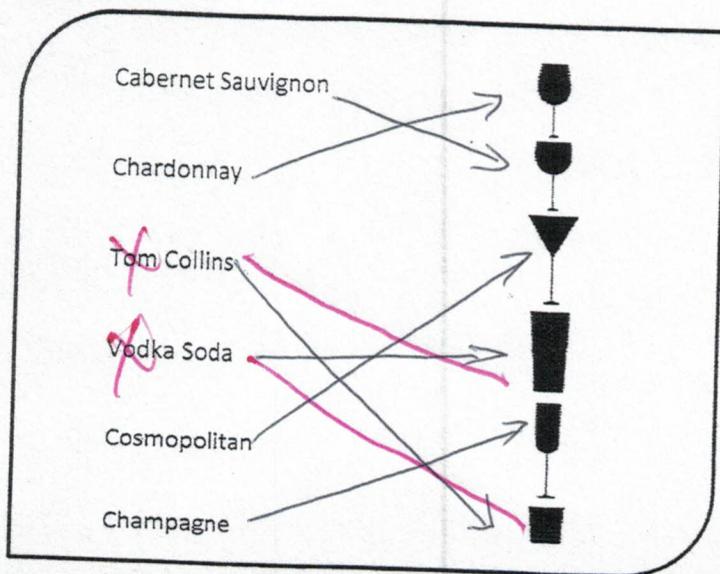
h.) Requesting a separate glass of another drink

n "Back"

i.) Means to serve spirit room temperature in a rocks glass with no ice

Glassware (6 points)

Match the correct glass to the drink



Answer and Question (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points): Kettle One, Remy Martin, Don Julio

What are the ingredients in a Manhattan? _____

What are the ingredients in a Cosmopolitan? Gin, ice,

What are the ingredients in a Long Island Iced Tea? 5 clear (tequila, gin, rum, vodka, Bourbon) Coke Sour mix

What makes a margarita a "Cadillac"? shot

What is simple syrup? _____

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

Yes it's illegal

What should you do if you break a glass in the ice? Throw all the ice away and replace it.

When is it OK to have an alcoholic beverage while working? Never

What does it mean when a customer orders their cocktail "dirty"? extra alcohol

What are the ingredients in a Margarita? Lime juice, triple sec, tequila, ice