

AIKO MARIE

Asturias



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Bayonne, NJ 07002

EDUCATION

Kean University (2018)

- * Psychology Major
- * GPA: 3.5
- * May 2018
- * Psi Chi Member

ECO Real Estate (2019)

SKILLS

- * Time management
- * Communication
- * Interpersonal skills
- * Social media savvy
- * Knowledge of Microsoft Office and Google Suite
- * Customer Service
- * Multi-tasking
- * Organization
- * Calendar management

INTERESTS



WORK EXPERIENCE

Ozu Foods, Waitress, Jersey City, NJ

August 2016 - September 2018

SERVING DUTIES include: **greeting** and **presenting** customers with menu; **informing** customers of new menu items and specials; responsible for **taking orders** and **serving** customers; ensuring customer satisfaction; **preparing** take-out orders; **assisting** in food preparation.

FLOOR DUTIES include: **opening** and **closing** register; **receiving** and **handling** phone calls; **working** with delivery services; **maintaining** presentable storefront; **driving** laundry from store to appropriate location; **cleaning** and **washing** dishes.

Milk Sugar Love, Team Lead, Jersey City, NJ

August 2015-July 2016

SCOPISTA DUTIES include: **preparing** baked good containers for customers; **scooping** ice cream.

FLOOR DUTIES include: **opening** and **closing** register and store; **keyholder**; **supervising** day-to-day operation of team; **responsible** for **handling** complaints and/or difficult customers; **maintaining** a presentable storefront and fully stocked paper goods and product; **handling cash** and **locking** up store; **labeling** flavors; **designing** signs and labels; **writing** personalized messages on cakes.

Journeys, Sales Associate, Jersey City, NJ

August 2013-September 2014

FLOOR DUTIES include: **meet and greet** customers; effectively utilizing the information given to **inspire** the customer to make a purchase; **closing sales** and **ringing up** each item intended for purchase; **maintaining** floor presentations, visuals, and cleanliness on the sales floor; **reaching quota** (daily, weekly, monthly).

STOCK DUTIES include: **organizing** stock room by items, brands and size.

Interview Note Sheet

Name: Aiko Asturias
 Date: 6/12/19
 Position(s) Applied for:
Server / Barista

Interviewer: Tleana Gomez
 Rate of Pay: \$14.50
 Referred by:

Job Status				
Server	/35	%	Barender	/30
Prep Cook	/15	%	Barista	/10
Grill Cook	/40	%	Cashier	/10
Dishwasher	/10	%	Housekeeping	/10

Job Status
<input checked="" type="checkbox"/> Full-Time
<input checked="" type="checkbox"/> Part-Time

Refer to Experience Summary of References
 Total of _____ in Food Service

Student / Graduated

- catering events / wedding coordinator
- seeking PT custom service
- Restaurant experience serve & host & cafe
 (1 year)
 - carrying a tray !! (5/6 items)
 comfortable.

P.O.S. Experience: Y N details: _____

Car Public Transit Carpool (Rider / Driver)

Regions Available to Work:

North NJ	South NJ	Central NJ	Jersey Shore
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Training Received:

TIPS	<u>Serv-Safe</u>	LEAD	Other _____	Will Submit _____
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Working Hours:

Open	AM only	PM only	Weekdays only	Weekends only
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Uniform Requirements:

Bistro	Black Bistro	Tuxedo	1/2 Tuxedo	Black Vest	Long Black Tie
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Other Requirements:

Chef Coat	Chef Pants	Knives	Black Pants	Non-Slip Shoes	Bow Tie	Other: _____
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Would you recommend this applicant for Academy?

Confidential Candidates?

Other Languages Spoken:

Multiple Choice

A 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

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C 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

Match the Correct VocabularyD 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

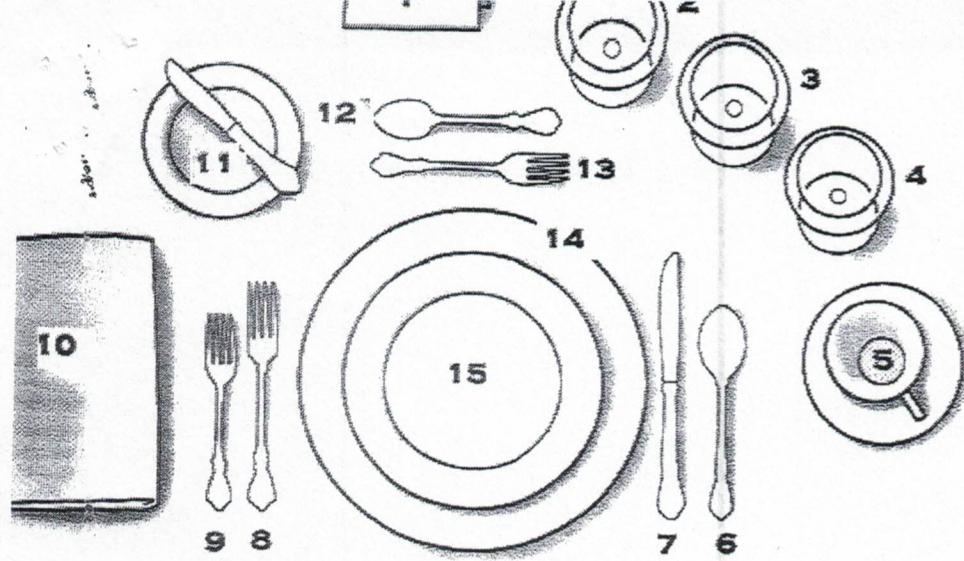
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

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



10	Napkin
11	Bread Plate and Knife
12	Name Place Card
13	Teaspoon
14	Dessert Fork
15	Soup Spoon
16	Salad Plate
17	Water Glass

Match the Number to the Correct Vocabulary

8	Dinner Fork
5	Tea or Coffee Cup and Saucer
7	Dinner Knife
19	Wine Glass (Red)
9	Salad Fork
14	Service Plate
3	Wine Glass (White)

Fill in the Blank

1. The utensils are placed five inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? sugar & creamer.
3. Synchronized service is when: _____.
4. What is generally indicated on the name placard other than the name? table number.
5. The Protein on a plate is typically served at what hour on the clock? 11 6.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? ask about allergies & preferences.

B 1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?

- a) 20 minutes
- b) 30 minutes
- c) 60 minutes

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B 2) What are the basic ingredients of a Latte?

- a) Milk, Espresso, Whipped Cream
- b) Espresso, Steamed Milk
- c) Water, Espresso, and Foam

A 3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?

- a) 2 minutes
- b) 4 minutes
- c) 5 minutes

A 4) When steaming milk for a beverage, what temperature should you steam the milk to?

- a) 150-160 degrees
- b) 190-200 degrees
- c) 120-130 degrees

C 5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?

- a) 8 seconds
- b) 20 seconds
- c) 10 seconds

C 6) What do you do if a customer says their latte does not taste like there is espresso in it?

- a) Tell them you made the drink according to the recipe so it should be fine
- b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
- c) Apologize to the customer and remake their drink according to standards
- d) Walk away and have another barista remake their drink

B 7) You can re-steam milk _____?

- a) Only Once
- b) Never
- c) Sometimes
- d) Always

B 8) What is the proper ratio of coffee grounds to water?

- a) 2 Tablespoons coffee to 6oz water
- b) 2 Tablespoons coffee to 8oz water
- c) 1 Tablespoon coffee to 6oz water
- d) 2 Teaspoons coffee to 8oz water

C 9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?

- a) Make their drink with regular milk and hope they do not notice
- b) Apologize and ask the customer to come back tomorrow
- c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
- d) Inform your manager we are out of soy

A 10) Decaffeinated coffee is 100% caffeine free?

a) True
 b) False

C 11) What are the basic ingredients in a cappuccino?

a) Coffee, Milk, Foam
 b) Espresso, Foam
 c) Espresso, Steamed Milk, Foam
 d) Espresso, Cream, Foam

A 12) What is a café au lait?

a) Coffee, Steamed Milk
 b) Coffee, Cold Milk
 c) Coffee, Cream, Sugar
 d) Espresso, Cold Milk

C 13) What does "half caf" mean?

a) Half cream and half regular milk
 b) Half as much coffee as normal
 c) Half regular and half decaf coffee

C 14) What does it mean when a customer requests their cappuccino "dry"?

a) Less milk and more foam
 b) No milk and lots of foam
 c) Extra foam
 d) No foam and no milk

B 15) What is an Americano?

a) Regular drip coffee
 b) Espresso with water
 c) Coffee with cream
 d) Iced coffee