



Victoria Arabe

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Career Objective

I would like to apply for a waitress or bartender position. I'm an experienced waitress/bartender with 5+ years of hospitality experience in NYC restaurants and bars. I'm a service-focused, hard-working, self-motivated, positive and friendly person.

Skills

- Able to work any shifts
- Fast in making and serving drinks and food
- Cocktails preparations
- Good interpersonal communication skills
- Bilingual (English/Russian)
- POS System

Professional Experience

2013-2018

Grey Bar and Restaurant, Manhattan, New York, 10010
(212) 532-2643

Waitress/Bartender

- Took food orders from guests and recommended beverage pairings to go with their meals
- Engage in small talk and jokes with client in order to build a rapport and ensure that they become repeat customers
- Consistently offer a professional, friendly greeting and engaging service
- Performed other duties as required.

2010-2012

Buon Gusto, 151 Montague St, Brooklyn, NY 11201
(718) 624-3838

Waitress

- Delivered exceptional, friendly, and fast service
- Answered questions about menu selections and made recommendations when requested
- Accurately recorded orders and partnered with team members to serve food and beverages that exceeded the guests' expectations
- Skillfully anticipated and addressed guests' service needs.
- Managed closing duties, including restocking items and reconciliation of the cash drawer

Education

Suny Oneonta College

Servers Test

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

B

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/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

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 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 Vocabulary

E Scullery

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

D 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

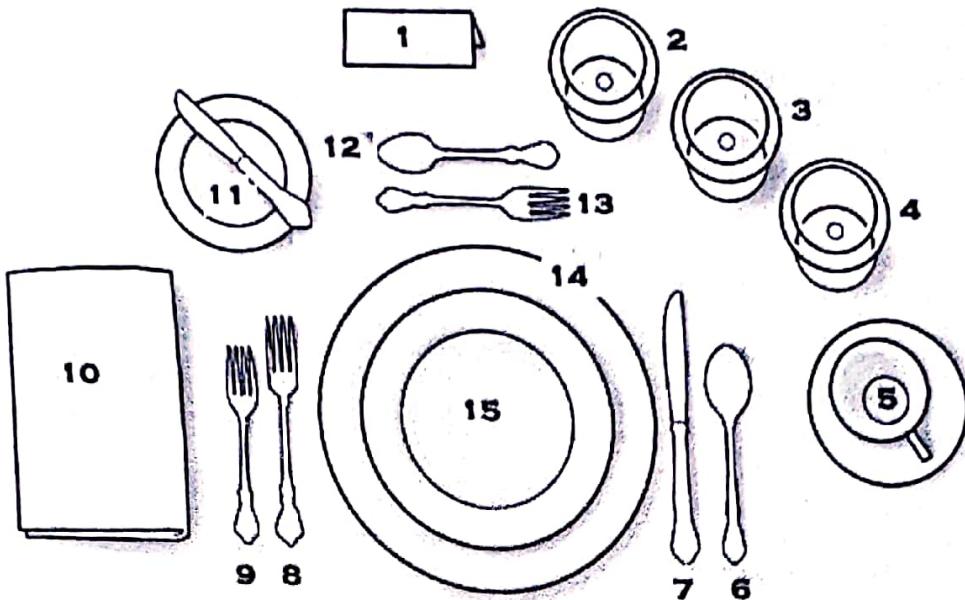
C Tray Jack

G. Style of dining in which the courses come out one at a time

Name _____

Score _____

Servers Test



Match the Number to the Correct Vocabulary

— Napkin	— Dinner Fork
— Bread Plate and Knife	— Tea or Coffee Cup and Saucer
— Name Place Card	— Dinner Knife
— Teaspoon	— Wine Glass (Red)
— Dessert Fork	— Salad Fork
— Soup Spoon	— Service Plate
— Salad Plate	— Wine Glass (White)
— Water Glass	

Fill in the Blank

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