

DIANA GUARALDI

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OBJECTIVE

Highly skilled Hospitality Professional with a solid background in hosting, serving and event planning. Strengths include: impressive ability to communicate with many different types of people, diverse knowledge of food, beverages and wine, and outstanding ability to up-sell menu items successfully.

EXPERIENCE

Lawry's The Prime Rib

Maitre' D | April 2018 - Present

- Making reservations; greeting and seating guests
- Serving cocktails

Elan Hotel

Seasonal Hostess / Guest Services Agent | Sept. 2017 – Feb. 2018

- Preparing food and wine for the nightly wine and cheese reception
- Making reservations and checking guests in and out of the hotel using Opera

The Backyard Restaurant @ The Hollywood Bowl

Seasonal Hostess | Sept. 2017 – Nov. 2017

- Greeting and seating guests; to seat guests with reservations, we used a print-out given to us by the Floor-manager before each shift
- Answering questions about the venue and our menu

L.A. Café

Cashier | May 2017 – Sept. 2017

- Ringing in for here and to-go orders using Micros
- Running food

- Restocking bakery counter, making coffee and tea, and cleaning the front areas frequently

Wokano

Hostess / Phone & Online Order Agent | May 2017 – Sept. 2017

- Making reservations and greeting and seating guests using Open Table
- Taking online orders via GrubHub, ChowNow, Eat24 and UberEats, as well as phone orders, ringing them into Micros, and packaging them up for delivery or takeout.
- Preparing large-party tables

Clifton's Republic

Brand Ambassador | Feb. 2015 – May 2017

- Making reservations and greeting and seating guests using Seven Rooms
- Giving tours of the venue
- Hosting Pacific Seas club nights, including taking tickets and enforcing dress code

EDUCATION

Brooks College | Long Beach, CA

A.A. – Graphic Arts – GPA 3.8

De Anza College | Cupertino, CA

A.A. - Vocal Jazz – GPA 3.5

Servers Test

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

Match the Correct Vocabulary

D. Scullery

E. Queen Mary

A. Chaffing Dish

B. French Passing

G. Russian Service

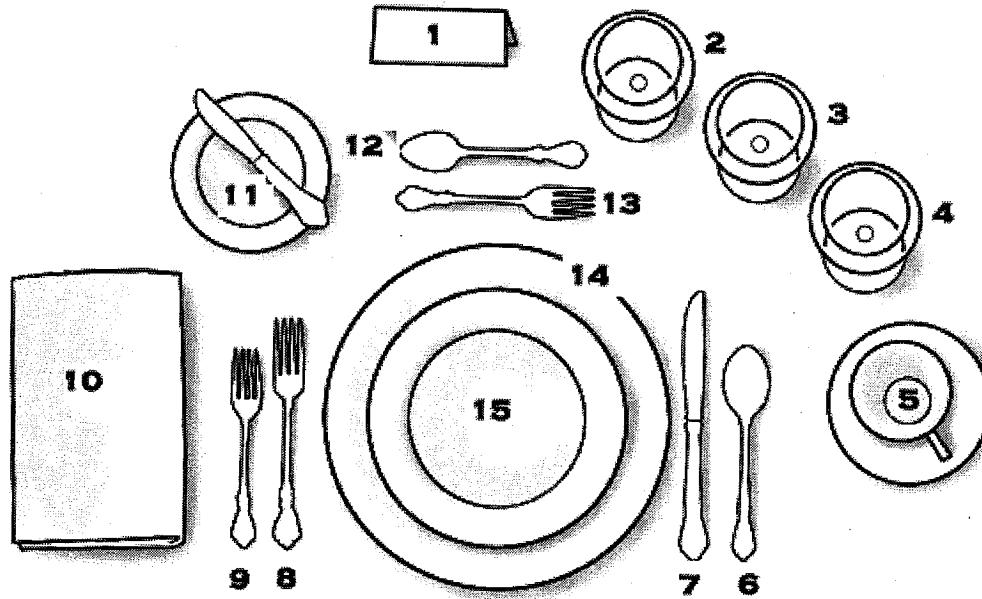
F. Corkscrew

C. Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
- 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)
- C. Used to hold a large tray on the dining floor
- D. Area for dirty dishware and glasses
- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- F. Used to open bottles of wine
- G. Style of dining in which the courses come out one at a time



Name _____ Score / 35



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u> <u>6</u>	Teaspoon	<u>12</u> <u>2</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>14</u> <u>12</u>	Soup Spoon	<u>14</u> <u>2</u>	Service Plate
<u>15</u>	Salad Plate	<u>2</u> <u>8</u>	Wine Glass (White)
<u>4</u>	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? sugar caddy and creamer
3. Synchronized service is when: All servers are working in sync to serve the courses.
4. What is generally indicated on the name placard other than the name? Their position or title
5. The Protein on a plate is typically served at what hour on the clock? 10:00 (or pm)
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Inform the kitchen.

