

MICHAEL FREDERICK
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EDUCATION

Bachelor of Science, Hospitality Management	Sept 2009 - Dec 2012
<i>Collins College of Hospitality Management - Cal Poly Pomona, Pomona, CA</i>	
Study Abroad Program, Culinary & Italian Culture	June 2012 - July 2012
<i>Apicius International School of Hospitality, Florence, Italy</i>	
Associates Degree, General Education	Sept 2006 - June 2009
<i>Citrus College, Glendora, CA</i>	

- Major: Hospitality Management
- Related course work: Strategic Leadership, F&B Operations, Wine, Beers, & Spirits, Hospitality Law, Food & Culture of Italian Society, Human Resources, Science of Aging, Theater, Public Speaking, Microeconomics

SKILLS & ABILITIES

- Certified First Level Sommelier
- Assisted in developing a new "green" initiative in the 10 week restaurant management program at the Restaurant at Kellogg Ranch.
- Successfully managed BOH restaurant operations for two weeks that included a la carte dinners and high-end banquets.
- Communicates ideas and instructions in simple rhetoric that can effectively illustrate the issue at hand.
- Patient and level-headed under stressful situations that acts very beneficial in dealing with guests, clients, and co-workers helping promote cooperation.

Communication

- Announced in briefings and de-briefings reports, operation problems, tasks, and ideas to students that would help facilitate better communication and workflow with one another.

Leadership

- Assisted in managing 15+ college students in BOH restaurant operations
- Served as an assistant soccer coach for middle school and high school

EXPERIENCE

Deli Clerk	
<i>Sprouts Farmers Market, Yorba Linda, CA</i>	December 2018 - Present
• Servicing customers while simultaneously making custom food orders, deli orders, and food production for store.	
• Following and recording food and safety standards by taking temperatures of all cooked food and refrigeration units on the floor and back of the house.	

Server

<i>Union on Yale Restaurant, Claremont, CA</i>	March 2013 - December 2016
• Constantly interact and communicate with guests about menu ingredients, wine, and cocktails while balancing restaurant duties for efficient restaurant flow.	
• Responsible for assisting all BOH, FOH and Bar staff before and during service in providing tools and ingredients necessary to follow through with guest orders.	

Clerk

<i>The Butchery, Brea, CA</i>	November 2012 - June 2013
• Responsible for informing and up-selling all meat, grocery, deli items, and beverages to patrons that would enhance their cooking and dinner experience.	
• Assisted in organizing and preparing meat, deli meat, and cheese for presentation.	

BOH and FOH positions

<i>Restaurant at Kellogg Ranch, Pomona, CA</i>	September 2012 - December 2012
• Worked together in a team to manage large restaurant operation as line manager for three weeks.	
• Rotated different kitchen and service positions that required following different duties each week.	

Food Runner & Server Assistant

<i>Two 40 South Restaurant and Wine Bar, Brea, CA</i>	August 2011 - March 2012
• Worked as a team with servers to help distribute plates to guests as well as reset tables	
• Developed service skills and continued learning about fine wine and high end food	

Server Assistant

<i>Casa Moreno Mexican Grill, Claremont, CA</i>	August 2010 - August 2011
• Coordinated with several servers at time in providing excellent table service while also balancing inventory	
• Worked closely with bartenders as a "bar back" helping gain knowledge and experience with bartending	

Servers Test

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

A 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

A 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

86%

Match the Correct Vocabulary

D 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

P Corkscrew

F. Used to open bottles of wine

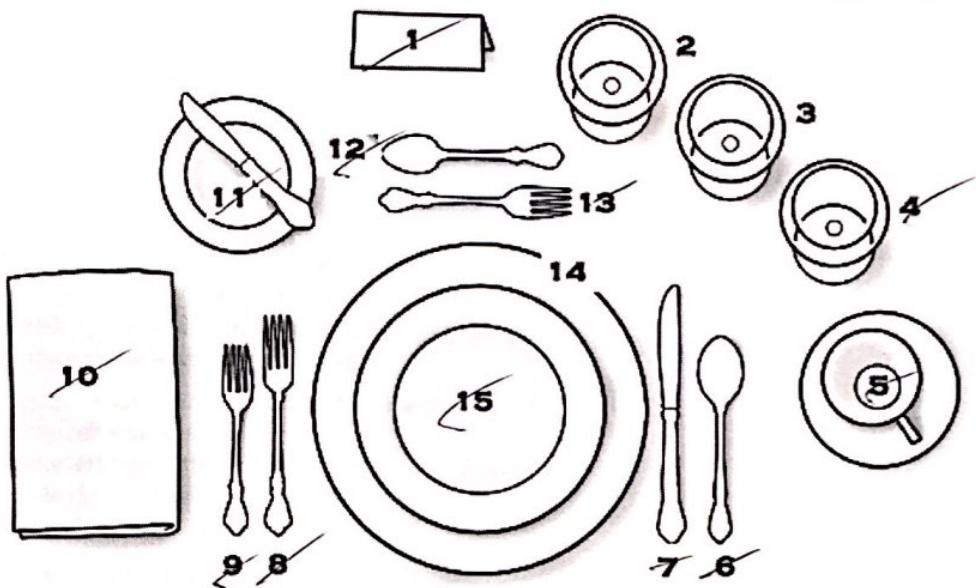
C Tray Jack

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

Name _____

Servers Test

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>	Teaspoon	<u>2</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>4</u>	Water Glass		

Fill in the Blank

1. The utensils are placed 1 1/2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? CREAM & SUGAR
3. Synchronized service is when: DISHES ARRIVES AT THE SAME TIME
4. What is generally indicated on the name placard other than the name? TYPE OF ENTREE
5. The Protein on a plate is typically served at what hour on the clock? 3:00 6:00
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
INFORM THE KITCHEN STAFF & EXPEDITOR