

Dear Sir or Ma'am:

If you require a high-energy, professionally oriented individual with a no-excuses attitude who is up to any task, then I'm the person you're seeking. My qualifications and experience will enable me to fulfill and far exceed your expectations.

- I am particularly interested in a position with a reputable organization focused on success m of my vast background in hospitality management and personal services. Recent examples of my work include Team Lead for the Delta Queen Steamboat Company and Catering Services Manager for the Pebble Beach Country Club in Monterey, California. I have a desire to grow with your organization and know that by adding my vast knowledge base as a tool this will allow me to accomplish just that.

I believe I have the skills and traits that you are looking for. With my 18+ years of dedicated uservice in the hospitality and services field and the leadership I have gained through my time in various industries, I feel that I am more than qualified to work within your organization and maintain the fast-paced work required as efficiently, safely and productively as possible.

I am interested in discussing whether my attributes match the needs in your organization. I can be reached at (323) 439 – 4218 daily or via email at gregoryroussell.glen@gmail.com.

Respectfully,

Glenn G. Roussell
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Enclosure

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Experience

Cure Bar & Bistro – Grand Hyatt Washington **2014 – 2017** **Washington, DC**

Dining Room Supervisor

- Greeted guest entering the restaurant, escorted the guest to tables, took orders, helped expedite and serve meals
- Supervised and instructed servers and bus staff in dining rooms
- Inspected dining area for neatness and cleanliness
- Received and assisted all complaints concerning food and service
- Performed a full range of cash management duties to include receipt deposit and safekeeping of cash and checks and prepared and maintained cashier reports

Monterey Peninsula Country Club **2009 – 2014** **Pebble Beach, CA**

Catering Services Supervisor

- Prepared contract for private functions using established budget
- Order flower arrangements and décor for all events
- Prepared all related invitation orders, party work sheets and contracts
- Assisted guests with time schedules for weddings and other formal functions
- Analyzed requirements of the occasion and recommended suitable service menus and beverage items
- Coordinated with food manager and service staff and patrons
- Served as technical advisor on correct protocol procedures

Tavern on the Green **2004 – 2009** **New York, NY**

Lead Wait Staff

- Responsible for providing exceptional guest service by providing complete Dining Services which include special diets, table service, wine selection assistance, Assistant General Manager roles and responsibilities when required, and guest satisfaction assurance

Education

Palmdale High School **1980 – 1984** **Palmdale, CA**

Graduated with Diploma

Cuesta Community College **1989 – 1991** **San Luis Obispo, CA**

San Luis Obispo, CA

Graduated with Associates of Science in Political Science

Skills & Professional Achievements

- 10 + Proficient in wine tasting, hospitality, and fine dining courses
- 2000 – 2004 Worked for Delta Queen Steam Boat Company as the Dining Room Service Manager where I learned CPR, First Aid, Fire Safety, Rules and Regulations of Maritime Law, and Safety Procedures of the Vessel
- 2009 – 2012 Hand selected to participate in the Pebble Beach Food and Wine Masters hosted by Master Chef Wolfgang Puck

Dishwasher Test

Score 9/10

-1 90%

C 1) After washing your hands, which item should be used to dry them?

- a) Clean apron
- b) Sanitized wiping cloth
- c) Single use paper towel
- d) Common used cloth

C 2) While washing dishes by hand, which item should you wear?

- a) Cutting glove
- b) Oven Mitt
- c) Rubber glove
- d) Nothing

D 3) When should you wash your hands?

- a) Before you start work
- b) After handling non-food items (garbage, money, cleaning chemicals)
- c) After using the restroom
- d) All of the above

B 4) If you need to move a heavy load, you should PULL and not PUSH the object.

- a) True
- b) False

E 5) Which of the following could you be at risk for getting burned from?

- a) Steam from boiling pots
- b) Hot liquids (coffee, soup, tea)
- c) Hot equipment (ovens, pots, chafing dishes)
- d) Harsh chemicals
- e) All of the above

A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.

- a) True
- b) False

C 7) What should you do if you spill liquids or see a liquid spill?

- a) Leave it for someone else to clean-up
- b) Wait until the end of your shift to clean it
- c) Flag the spill and clean it immediately
- d) Not sure

C 8) When handling hot items you should?

- a) Wear rubber gloves
- b) No need to wear anything
- c) Use an oven mitt or dry cloth towel
- d) Nothing

A 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?

- a) Rinsing
- b) Scraping
- c) Washing
- d) Sanitizing

B 10) What is the proper method for cleaning and sanitizing stationary equipment?

- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
- b) Spray with a sanitizing solution, then rinse with clean water and dry
- c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
- d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution

Name _____

Servers Test

Score 71 / 35

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

D 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

77%

Match the Correct Vocabulary

E Scullery

D Queen Mary

A Chaffing Dish

G French Passing

B 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