

HANNAH GUSTAFSON
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EDUCATION:

University of Oregon
Master of Education

September, 2012- June, 2014

Eugene, OR

SPECIAL SKILLS:

- Excellent communication skills
- Math skills: able to make mental computations quickly
- Ability to provide excellent customer service with a sense of humor
- Comedian/singer

EXPERIENCE:

Commerce Casino
Food Server

June, 2019- Present

Commerce, CA

- Covering a section of up to 30 tables
- Memorized an American and Asian menu
- Serving and prepping from two separate kitchens
- Quickly and accurately served food and drink
- Kept customer tickets organized
- Used Micros computer system to submit orders and close tickets

Para Los Ninos Charter School
Special Education Teacher

April, 2016- May, 2019

Los Angeles, CA

- Provided specialized academic instruction to students, grades 6-8
- Facilitated meetings
- Taught and supported students with high behavior needs
- Communicated with parents about student growth and behaviors

Equitas Academy Middle School
Special Education Teacher

August, 2014- April 2016

Los Angeles, CA

- Taught small group instruction
- Communicated with parents regarding student growth and behavior issues
- Planned meetings using Google calendar
- Facilitated meetings

Outlaw Barbecue
Server/Team Member

June, 2012- August, 2014

Portland, OR

- Server: took customer orders, got orders out quickly and efficiently
- Ran cash register, handled money
- Cleaned equipment
- Communicated positively and professionally with customers
- Cleaned and prepped tables

Name Hannah Gustafson

Servers Test

Score 21 / 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
- 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 dining 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

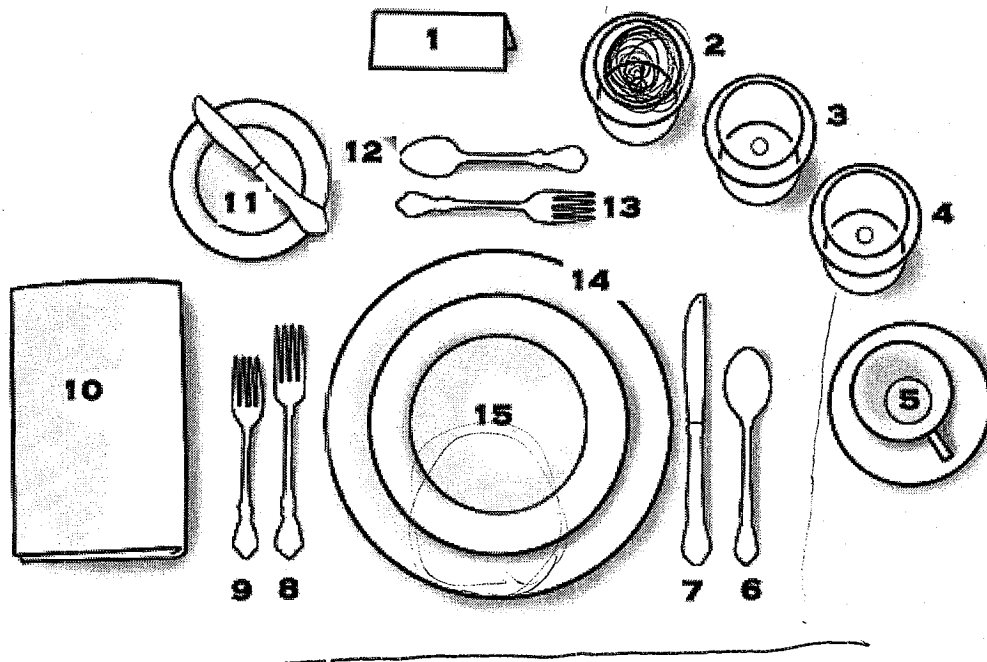
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | A Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> 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) |
| <u>A</u> Chaffing Dish | C Used to hold a large tray on the dining floor |
| <u>G</u> French Passing | D Area for dirty dishware and glasses |
| <u>B</u> Russian Service | E Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F Used to open bottles of wine |
| <u>C</u> 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>24</u> | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| <u>14</u> | Soup Spoon | <u>14</u> | Service Plate |
| <u>15</u> | Salad Plate | <u>3</u> | Wine Glass (White) |
| <u>98</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 16 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream, sugar, sweeteners
- Synchronized service is when: all meals (entrees, salad, dessert) are brought out on a specific schedule
- What is generally indicated on the name placard other than the name? seat number
- The Protein on a plate is typically served at what hour on the clock? 6:40 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
make a note and inform the chef. Also provide a gluten free menu if available