
RONALD HYLAND

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Profile

Luxury hospitality professional with extensive work experience in the airline industry. Self-motivated, results and goals oriented team player, with exceptional organizational skills. Versatile, flexible individual with a passion for excellence and guest/client satisfaction.

Experience

BARNEYS NEW YORK BEVERLY HILLS, HOST — September 2017 - May 2018

Assisting in daily front of house operations. Proficient in OpenTable & POS Systems, reservation blocking, take-out dining orders, and VIP liaison. High volume guest & phone activity in a luxury urban dining atmosphere.

AIR CANADA, FLIGHT ATTENDANT — 1998 - 2017

Trained in all methods of airline flight service, specializing in First & Business Class levels. Extensively trained in First-Aid, CPR, defibrillator & Emergency procedures in extreme conditions. Exceptional command of Language skills: English, Spanish, Portuguese, and conversational French. Personally managing a constantly changing work schedule and related expenses.

WALDORF ASTORIA BEVERLY HILLS, PERSONAL CONCIERGE — April - May 2017

Hotel opening team member trained in all facets of Front Office operations in an urban 5-Star Hotel environment: Guest Reception & Hotel operating systems, Bell & luggage services, PBX telephone operations, Butler & Valet services. Extensively trained in Forbes 5-Star service standards, with strong emphasis on multilingual skills and training assistance for new associates.

CALAMIGOS RANCH MALIBU, BANQUET SERVER — October 2016 - October 2017

Working with the catering staff, setting up for various events, ensuring assigned tables are properly set and all guests are attended to.

MONTAGE BEVERLY HILLS HOTEL, RETAIL SHOP ASSOCIATE — February - May 2015

Specializing in luxury gifts, bespoke notions, and seasonal attire in an elegant, 5-star Hotel retail space. Maintaining sales goals & banking/cashiering procedures, while offering highly personalized service.

THE LONDON HOTEL, ROOM SERVICE ORDER TAKER — May - August 2014

Accurately take Guests' requests and orders by means of phone, ensuring that the name, room number, time of order and delivery timings were clearly registered. Following established courtesy standard.

Skills

Language skills: Spanish, Portuguese, conversational French, and beginner Italian. Proficient in Mac OS Applications and Microsoft Office, Social Media Savvy California TIPS on Premise 2.0 & California Food Handlers Certifications. Valid CA Driver's License, Passport & Nexus/Global Entry Access (Government Secured Screened Traveler). Excellent swimmer - 4 years competitive Water Polo Player.

Name TEST RONALD HYLANI

Servers Test

Score 65 / 35

Multiple Choice

100%

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 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

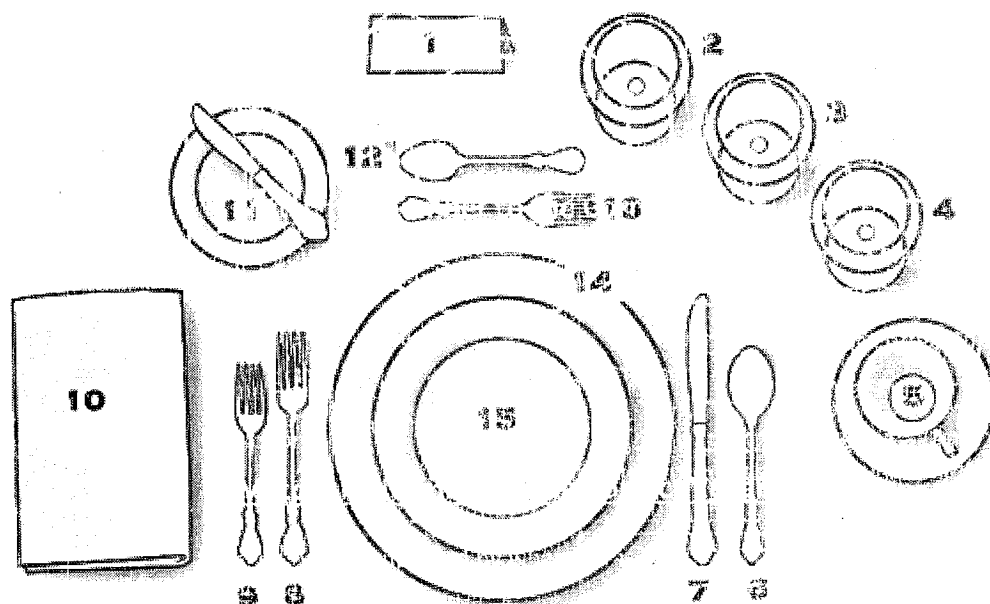
- D Scullery
- E Queen Mary
- A Chaffin Dish
- B French Passing
- G Russian Service
- F Corkscrew
- C Tray Jack

- 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 _____

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

- The utensils are placed 1 inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar & cream
- Synchronized service is when: All done at the same time
- What is generally indicated on the name placard other than the name? Choice of food for the guest
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Capitain / Chef / Kitchen

Multiple Choice (6 points)

- 1) Carbonation _____ the rate of intoxication.
a) Slows down
☒ b) Speeds up ✓
c) Does nothing to
- 2) What are the six most commonly used spirits?
a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice
☒ b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila
c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel
d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum
- 3) You can accept an expired ID as long as all other information is correct.
a) True
☒ b) False
- 4) If someone has had too much to drink, serving them coffee will help sober them up.
☒ a) True
☒ b) False
- 5) What are the acceptable forms of ID for Alcohol Consumption?
a) State or Government Issued ID Card or Drivers License
b) Passport or Passport ID Card (as long as it lists the person's date of birth)
c) School ID or Birth Certificate
☒ d) A & B
e) A, B & C
- 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.
a) True
☒ b) False

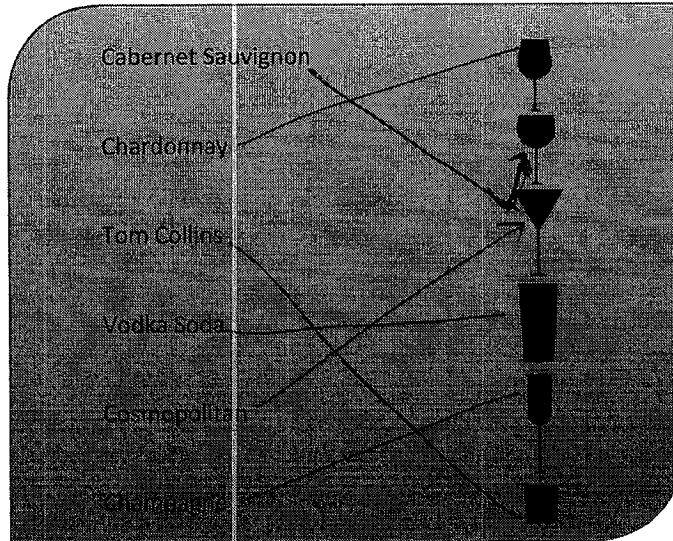
Vocabulary (9 points)

Match the word to its definition

- | | |
|------------------------|---|
| <u>C</u> "Straight Up" | a.) Used to crush fruits and herbs for craft cocktail making ✓ |
| <u>F</u> Shaker Tin | b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured ✓ |
| <u>I</u> "Neat" | c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice ✓ |
| <u>A</u> Muddler | d.) To pour ½ oz of a liquor on top ✓ |
| <u>B</u> Strainer | e.) Used to measure the alcohol and mixer for a drink ✓ |
| <u>E</u> Jigger | f.) Used to mix cocktails along with a pint glass and ice ✓ |
| <u>G</u> Bar Mat | g.) Used on the bar top to gather spills ✓ |
| <u>D</u> "Float" | h.) Requesting a separate glass of another drink |
| <u>H</u> "Back" | i.) Means to serve spirit room temperature in a rocks glass with no ice ✓ |

Glassware (6 points)

Match the correct glass to the drink



Answer and Question (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points):

Patrón / Smirnoff / Beefeater

What are the ingredients in a Manhattan? _____

What are the ingredients in a Cosmopolitan? _____

What are the ingredients in a Long Island Iced Tea? _____

What makes a margarita a "Cadillac"? *Vermont*

What is simple syrup? _____

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

Yes, however not sure of the name

What should you do if you break a glass in the ice? *Replace all the ice*

When is it OK to have an alcoholic beverage while working? *NEVER.*

What does it mean when a customer orders their cocktail "dirty"? *Not shaken*

What are the ingredients in a Margarita? *Tequila, triple sec*