

## **Ricardo Zelaya Jr.**

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### **Objective:**

To obtain a position as a **sales associate**: Offering skills such as excellent employee-to-customer communication and encouragement of sales; Looking for a challenging role in the field of retail marketing. Able to work well unsupervised; Long-range goal is to advance to a management position.

To obtain a position in a bank or office as a **teller / clerk**:

Offering skills such as: excellent employee-to-customer communication, typing, filing, answering telephones, appropriate money management, and word processing. Long-range goal is to advance to a management position.

### **Work Experience:**

- UBER/LYFT Driver, Los Angeles, CA, March 2016-Present
- Joe's Parking Services, Rose Hills Memorial Park, Whittier, CA, Sept. 2018-May 2019
- Universal Studios Hollywood, Los Angeles, CA, May-August 2018
- CHILL Ice Winter Adventure, Long Beach, CA, December 2017 – January 2018
- Driver / HR Office Asst., Pacific Continental Textiles, Inc., Compton, CA, July 2014-Dec. 2016
- Delivery Driver, Pizza Hut, Los Angeles, CA, August 2015-March 2016
- Labor Worker, R.B. Fiberglass Products, Lynwood, CA, June 2012-March 2014
- Cashier/Cook, Jack In The Box, Compton, CA, April 2013- March 2014
- Bagger/Tier, LA Times Distribution 263, Carson, CA, February 2012-June 2013
- Volunteer Merchandiser, CVS/Pharmacy, Lynwood, CA, March-April 2012
- Volunteer Library Asst., Lynwood High School, Lynwood, CA, 2010-11

### **Education:**

- Long Beach City College, 2012-2016  
Major – Radio/Television Production
  - General Ed. & Major Core Courses
  - Transfer to 4-yr. University pending
- Lynwood High School, Class of 2012, GPA 3.2
  - Honors in English and Mathematics
  - Career Preparation:
    - Food & Nutrition Operations 2010-2012
    - Office Occupations 2011-2012
    - Sales & Customer Service 2011-2012

### **Skills and Abilities:**

- Fluent in both Spanish and English, reading, speaking, and writing
- Practice in effective listening skills with customers
- Essential and effective skills with Microsoft Office Programs
- Able to create Purchase Orders & finalize sales efficiently
- Enthusiastic Team Member
- Practice safe work habits
- Able to adapt to fast-pace tasks easily
- Type 75+ wpm.
- Quick-learner
- Cooperative
- Punctual
- Responsible
- Persistent
- Persuasive
- Positive
- Reliable

### **Honors and Awards:**

- High School Diploma, 2012
- ROP Certificate of Achievement in Food Service Occupations II, 2012
- ROP Certificate of Achievement in Office Occupations, 2011

### **Extracurricular Activities:**

- Basketball, Soccer, Swimming, Hiking
- Fitness and Health
- Cooking
- Recycling (Go Green)
- ROP: Culinary Arts 2010-2012
- ROP: Medical Assistant 2011-2012
- ROP: Office Occupations 2010-11
- Cerritos YMCA Camping Trip Fall 2009



**Multiple Choice**

- B 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
- A 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

8  
77%

**Match the Correct Vocabulary**

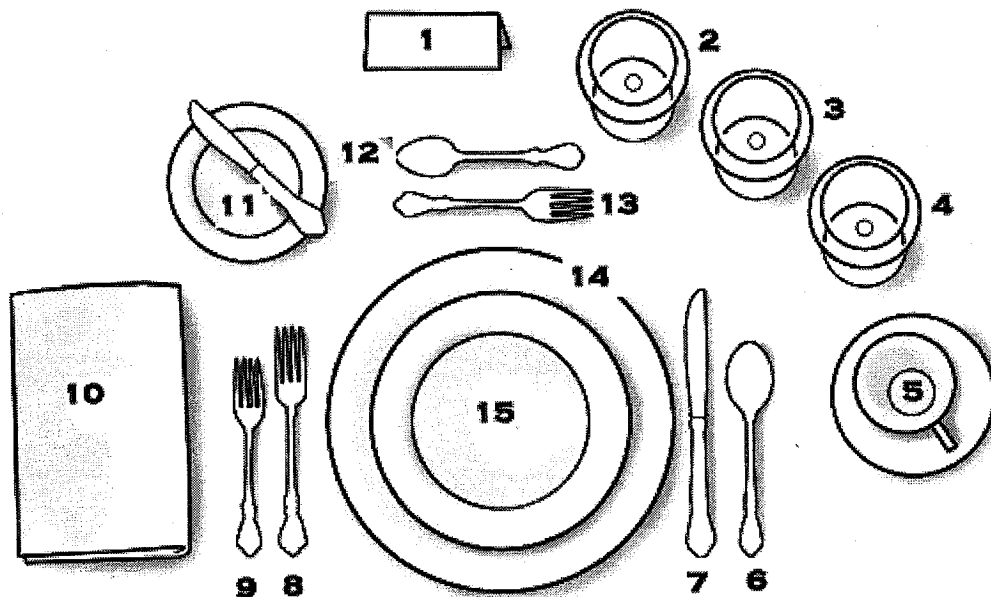
- |                          |   |
|--------------------------|---|
| <u>D</u> Scullery        | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</u> Queen Mary      | <u>B</u> Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>C</u> Chaffing Dish   | <u>C</u> Used to hold a large tray on the dining floor  |
| <u>G</u> French Passing  | <u>D</u> Area for dirty dishware and glasses  |
| <u>B</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>F</u> Corkscrew       | <u>F</u> Used to open bottles of wine   |
| <u>A</u> Tray Jack       | <u>G</u> Style of dining in which the courses come out one at a time  |



Name Ricardo Zelaya

**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> <u>3</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> <u>7</u> | Wine Glass (White)           |
| <u>4</u>  | Water Glass           |                   |                              |

**Fill in the Blank**

- The utensils are placed 1 3-4 in. inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar & creamer
- Synchronized service is when: servers serve guests' their meals all at once
- What is generally indicated on the name placard other than the name? business company?
- The Protein on a plate is typically served at what hour on the clock? 12 pm
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
  - make note of which guest made request in order to continue serving them appropriately
  - share notes w/ cooks appropriately



## Grill Cooks Test

Score 29 / 40

### Multiple Choice Test (1 point each)

- D 1) How much time should you take to wash your hands with soap?
- a) 1 minute
  - b) 20 seconds
  - c) Time does not matter, water temperature does
  - d) 5 minutes
- B 2) The recommended temperature for your refrigerator is...
- a) 45°F
  - b) 50°F
  - c) 40°F
  - d) 20°F
- D 3) Food handlers must always wash their hands
- a) Before starting work
  - b) Switching between handling raw and ready-to-eat food
  - c) After going to the restrooms
  - d) All of the above
- B 4) The most important reason for having food handlers wear hair restraints is to
- a) Prevent food from getting into food handlers' hair
  - b) Prevent food handlers from contaminating their hands by touching their hair
  - c) Keep the food handlers' hair in place
  - d) None of the above
- C 5) Which of these conditions requires immediate corrective action?
- a) Packaged food items are stored at least 6 inches above the floor
  - b) Ice is being used to cool beef stew in a shallow pan
  - c) Raw meats are stored on a shelf above ready-to-eat egg salad in the walk-in cooler
  - d) Raw fish is stored above raw chicken in the walk-in freezer
- C 6) Bacteria grow best in the temperature "danger zone" which includes temperatures between?
- a) 0°F and 100°F
  - b) 32°F and 220°F
  - c) 41°F and 135°F
  - d) 39°F and 178°F
- D 7) After cutting raw chicken, what should be done before the cutting board is used for slicing onions for salad?
- a) Clean the cutting board with a wet wiping cloth
  - b) Turn the board over and use the other side
  - c) Rinse the board with running water
  - d) Wash, rinse, and sanitize the board prior to slicing the onions
- B 8) Which of the following is NOT an approved method to thaw potentially hazardous foods?
- a) In a microwave oven
  - b) During the cooking process
  - c) Under cool running water
  - d) On a clean counter, at room temperature
- A 9) Wiping cloths stored submerged in a bucket of sanitizing solution are for:
- a) Wiping spills only
  - b) Washing hands if the hand sinks are too far away
  - c) Sanitizing the blade of utensils such as knives
  - d) Maintaining moisture on the wiping cloth

-11  
72.5%

## Grill Cooks Test

E

10) Food-handling gloves must be changed frequently and also:

- a) After handling garbage
- b) After every break
- c) After picking things up off the floor
- d) Between handling raw and cooked foods
- ☒ e) All of the above

B

11) A Julienne is:

- a) to cut food into 1 inch X 1 inch cubes
- ☒ b) A cooking method using high heat
- c) To cut food into 1/8 X 1/8 slices
- d) A rough cutting method producing oblong shapes

D

12) A gallon is equal to \_\_\_\_\_ ounces

- a) 56
- b) 145
- c) 32
- ☒ d) 128

B

13) How many cups are in a quart?

- a) 2
- ☒ b) 4
- c) 6
- d) 8

A

14) A Chiffonade is:

- ☒ a) To slice an herb or leafy vegetable into thin ribbons
- b) To de bone a fish
- c) Another name for parchment paper
- d) To cook food in liquid, or at just below the boiling point

C

15) Potentially hazardous hot foods must be maintained at an internal temperature of \_\_\_\_\_ or higher to be safe

- ☒ a) 145° F
- ☒ b) 135° F
- ☒ c) 160° F
- d) 180° F

A

16) Which of the following explains the process of poaching?

- ☒ a) Poke poultry on the thickest part in order to make sure it's tender
- b) To cook food in an oven that has reached 350° F
- ☒ c) Cook gently in water that is hot but not boiling (160°-180°)
- d) Submerge protein in boiling liquid to speed cooking time

C

17) If a recipe calls for 16oz of mirepoix, how many ounces of onion, celery, and carrots do you need?

- a) 8 oz of celery, 4 oz of onion, 4 oz of carrot
- b) 4 oz of celery, 8 oz of carrot, 4 oz of onion
- ☒ c) 4 oz of celery, 8 oz of onion, 4 oz of carrot
- d) 2 oz of celery, 10 oz of carrot, 2 oz of onion

C

18) Which of the following best describes braising?

- a) To cook quickly in a pan on top of the stove until food is browned
- b) Process through which natural sugars in food become browned and flavorful while cooking
- ☒ c) Cooking method by which food is browned in fat, then cooked, tightly covered, in liquid at low heat
- d) To plunge food into boiling water briefly, then into cold water to stop the cooking process



## Grill Cooks Test

- B 19) Which of the following best describes the process of Caramelization?
- a) To cook quickly in a pan on top of the stove until food is browned
  - b) Process through which natural sugars in food become browned and flavorful while cooking
  - c) Cooking method by which food is browned in fat, then cooked, tightly covered, in liquid at low heat
  - d) To plunge food into boiling water briefly, then into cold water to stop the cooking process

- D 20) What temperature should chicken be cooked to?
- a) 145°F
  - b) 155°F
  - c) 165°F
  - d) 175°F

- D 21) What temperature should ALL ground meat be cooked to?
- a) 145°F
  - b) 155°F
  - c) 165°F
  - d) 175°F

- A 22) What temperature should fish be cooked to?
- a) 145°F
  - b) 155°F
  - c) 165°F
  - d) 175°F

- 23) What is a roux and what is it used for? (2 points)

Roux is when you are fattening food

- 24) What is the process of making clarified butter, and why is clarified butter used? (3 points)

- clarified butter is made by placing an amount of butter in a pot at low temp. until it liquifies.

- 25) What are the 5 mother sauces? (5 points)

1. TOMATO
2. BROWN
3. Hollandaise
4. Veloute
5. Bechamel

- 26) What does it mean to season a grill and why is this process important? (3 points)

Slightly & sprinkle seasoning salt onto the grill in order to enrich meat flavor & conduct proper cooking.

- 27) What are the ingredients in Hollandaise sauce? (5 points)

egg yolk Butter  
cayenne, salt pepper

WATER

