

# JEANNE-IOANNA KATOCHIANOU

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## PROFESSIONAL EXPERIENCE

### THE PARTY STAFF, LOS ANGELES, CALIFORNIA

*Server, November 2018 -- Present*

- Welcomes guests
- Sets up tables for banquet events
- Inquire about drink orders and serve

### GREEN VALLEY GROCERY, LAS VEGAS, NEVADA

*Sales Associate, May 2016 – August 2018*

- Using the register and handling money
- Stocking and organizing the cooler and the shelves
- Making orders for food items and cigarettes and being careful to adhere to budgeting practices

### MCDONALD'S, PRIMM, NEVADA

*Crew, October 2015 – June 2016*

- Using the register and handling money
- Making food in the kitchen
- Stocking supplies

### THEAMA CAFE, ATHENS, GREECE

*Hostess/Server, March 2011 – May 2013*

- Manage in person and phone guest inquiries, customer service and reservations
- Inquire about drink orders and serve
- Take guests to the designated table and give information about specials
- Spot VIP guests and provide special treatment

## EDUCATION

### ENGLISH FOR PROFESSIONALS , LOS ANGELES, CALIFORNIA

- September 2018 – Current

### 56<sup>TH</sup> LYCEUM OF ATHENS, ATHENS, GREECE

- Graduated, 2008

## ADDITIONAL SKILLS

- Expert in Microsoft Word, Excel and Adobe Photoshop
- Trilingual in Greek, English and Japanese
- Web savvy, require little to no training
- 5+ years of customer service experience

**Servers Test**

**Multiple Choice**

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 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

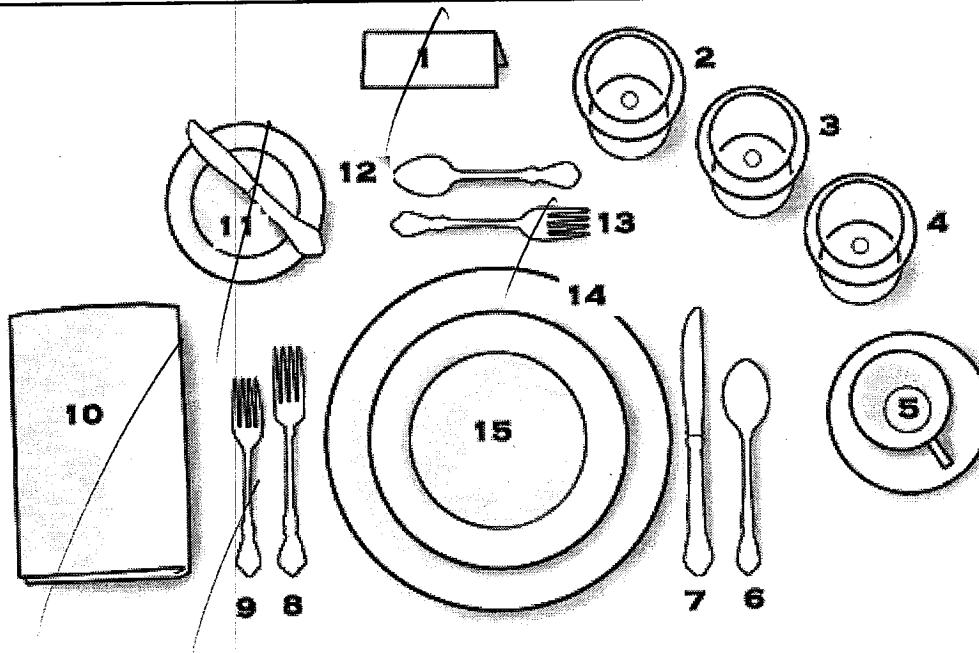
**Match the Correct Vocabulary**

A. Scullery  
 B. Queen Mary  
 C. Chaffing Dish  
 D. French Passing  
 E. Russian Service  
 F. Corkscrew  
 G. 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

**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 \_\_\_\_\_ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Creamer, Sugar, sweetener, stirrers
3. Synchronized service is when: Guests are served at once. Preset plates.
4. What is generally indicated on the name placard other than the name? If the guest wants beef or chicken
5. The Protein on a plate is typically served at what hour on the clock? After salad is finished.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Inform the chef that you need one.