

Armando Munoz
1159 E Washington Blvd
Pasadena CA 91104
(626) 375-5176

OBJECTIVE:

- To work as a server in a challenging environment, contributing enthusiasm, dedication, responsibility, and good work ethic, combined with a desire to utilize my customer service skills obtained through experience as a server at Bristol Farms.

Education:

- Pasadena High School
- Graduated (GPA 3.0)

Skills:

- Knowledge of basic cooking & prepping food
- Speak, read, and write Spanish
- Ability to maintain calm when dealing with potentially explosive customers
- Multi-tasking capability

Experience:

- Bristol Farms | Rose Bowl Stadium | August 2013 – Present

As a cafe server my duty is to assist the customers orders, buss tables & answer to go orders made over the phone. On some days my duty is to cook at the cafe . Also cashier

As a banquet server I am in charge of setting up the banquet. Customer service is key in my position to ensure client's satisfaction. Working efficiently in a rapid environment is essential.

- Culinary staffing Agency | Server | Wilshire, Los Angeles

November 2015 - Present

Work at different locations, serving. Arriving on time is mandatory since I am representing the agencies name. Adapt to different work place, pace & always work well with house staff, and following instructions.

- Pasadena Convention Center | Banquet server | Pasadena, CA

September 2013 - Present

Servers Test

Score 32 / 35

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

3
91%

Match the Correct Vocabulary

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E 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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

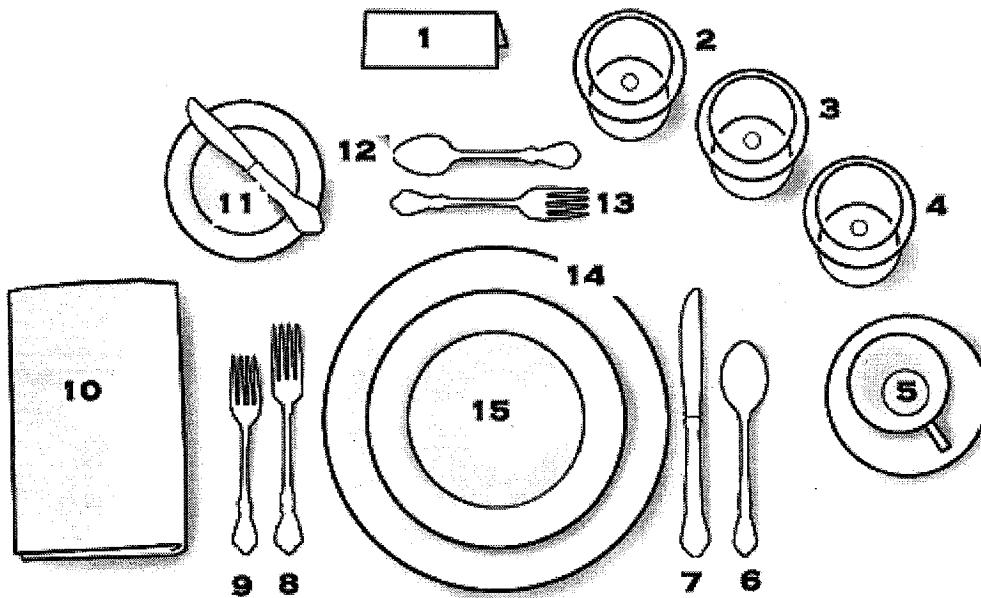
C Tray Jack

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>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 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream & sugar.
3. Synchronized service is when: Some everyone at the same time.
4. What is generally indicated on the name placard other than the name? What food he gets.
5. The Protein on a plate is typically served at what hour on the clock? 6.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? tell the captain manager on floor.