

Mary A. Reid
Campbell Ca, 95008
408-372-6431

Tastemakers International/Havas Street - Brand Ambassador/Promo Model - 6/2014-Current

- Worked closely with sales and marketing staff to conceptualize marketing campaigns and strategies
- Educate customers, retailers, and distributors about products
- Monitor and report customer feedback to marketing department
- Represent the company at product launches, events, and trade shows
- Brainstorm ideas and participate in training and workshops
- Complete re-caps and consumer market reports after the event
- Maintain a positive image of the brand at all times

Piñots Trattoria - Hostess/Server - 8/2017-2/2018

- Welcome guest into the restaurant in a friendly manner
- Polish wine glasses, silverware and bread plates
- Recommend wine and spirits to guests utilizing menu knowledge
- Verbally communicate the daily dinner specials to guests
- Maintain quality assurance of food presentation before running all courses of food to my guests
- Serve food and drinks, and removing dinnerware from the table in a timely manner
- Ensure that patrons have an enjoyable dining experience by providing quality customer service

Il Fornaio - Server/Bartender - 10/2016-9/2017

- Check in with a Manager for a team meeting to go over goals, ongoing side work and new menu items before the shift
- Polish wine glasses, silverware and bread plates
- Obtain knowledge about menu items, wine and spirits as to recommend pairings to guests
- Demonstrate team work by bussing tables and running food orders when busy
- Set up banquet events for private parties
- Extensive training on different regions of Italy while learning about the food and wine that comes from that region
- Verbally describing each dish as the new "regional menu" comes out each month

Mountain Charlies Saloon - Bartender/Cocktail Waitress - 4/2015-10-2016

- Set up the bar with items in stock for busy shifts
- Suggest and make specialty cocktails and other spirits for patrons
- Host private parties and serve VIP bottle service
- Increase sales by up-selling items
- Keep track of tabs throughout busy shifts
- Close the bar at the end of the night to ensure cleanliness for the next shift
- Balance the register at the end of shift

Fahrenheit Ultra Lounge - Bartender - 8/2014-4/2015

- Stock the bar with necessary items for a busy shift
- Cut garnishes and hand squeezed fresh lemon and lime juice
- Suggest and make drinks with specialty garnishes and high end liqueurs
- Accurately entering drink orders and up-selling add ons into the POS system
- Open and close tabs throughout the shift
- Host private events and buy-outs with ease poise and professionalism

Las Gatos Brewing Company - Server/Cocktail Waitress - 12/2012-7/2014

- Set up tables for high volume game nights by prepping extra roll ups and appetizer plates during happy hour specials
- Approach guests in a timely and quick manner at each open seating table in the cocktail area
- Specialized in presenting recommendations on wine and food pairings.
- Set up banquet rooms for private parties each with a specialized menu
- Obtained extensive wine and menu knowledge with monthly training and staff meetings
- Maintain professionalism and exceed guest expectations throughout dining experience.

Education: West Valley College - A.A. Liberal Arts
DeAnza College - General Education/Business
Pioneer High School - General Education

***References upon request**

Name Mary Reid
Score 31/35

Servers Test

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
- 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
- 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

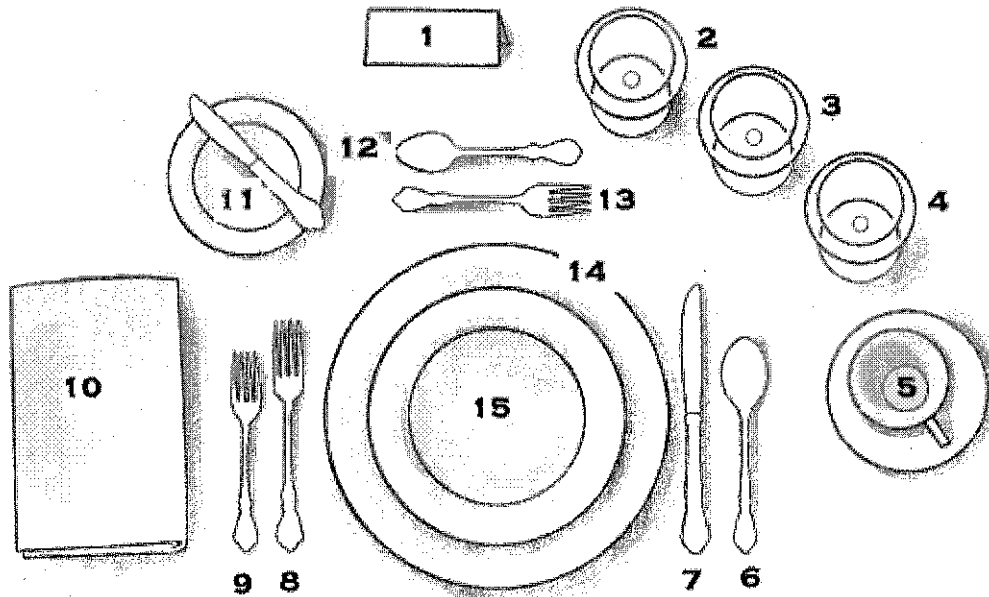
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Match the Correct Vocabulary

- | | |
|----------------------------|--|
| <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>B G</u> French Passing | D. Area for dirty dishware and glasses |
| <u>G 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 |

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Score /35

Servers Test



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 2 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar, cream, honey, lemon...
- Synchronized service is when: everything comes out in a timely manner.
- choice of meat. What is generally indicated on the name placard other than the name? TABLE # or last name
- 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?
Go to the chef and be sure that the entree is GF or V. Make sure we have that to offer.