

GUILLERMO ALVAREZ

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Summary

Highly motivated individual looking for an entry level job at a company where I can grow and use my great interpersonal skills to generate business and maintain a positive and productive environment.

Skills

- Customer Service Oriented
- Great with people and animals
- Proficient in Adobe Illustrator, Photoshop, MS Word, Excel, and Powerpoint
- Bilingual, able to speak and write in Spanish and English
- Excellent time-management, communication, and organization
- Self-Motivated and Positive Mental Attitude
- Able to work efficiently in groups, or independently

Experience

Food Runner/ Busser | H Club Los Angeles - Hollywood, CA | 12/2018 - 06/2019

- Welcomed incoming patrons and seated at optimal locations based on individual preferences and server balancing requirements
- Relayed orders and special requests to cooks, monitoring finished dishes for accuracy with preferences
- Collected empty plates and glasses to minimize bussing requirements between customers
- Reset tables between guests, including refilling condiments and wiping down all surfaces

Receptionist | EAST LA/ West San Gabriel Valley AJCC Center - Los Angeles, CA | 10/2018 - 12/2018

- Screened and verified visitors for identification credentials and purpose of visit to maintain security of personnel and office environment
- Provided clerical support to all team members to improve office efficiency and enhance productivity
- Met incoming customers with professional approach and provided friendly, knowledgeable assistance
- Compiled and produced documents and reports and filed, copied or faxed required papers to appropriate parties

Forklift Operator | Geodis Transportation - Carson, CA | 03/2017 - 08/2018

- Moved goods between warehouse locations according to shipment and storage needs
- Documented weight and destination production data in detailed daily logs for management review
- Documented movements using computer tracking systems
- Accurately received, stored and shipped products safely and efficiently
- Picked orders from storage, wrapped and staged for shipments

Education and Training

Long Beach City College | Long Beach, CA

Some College (No Degree)

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

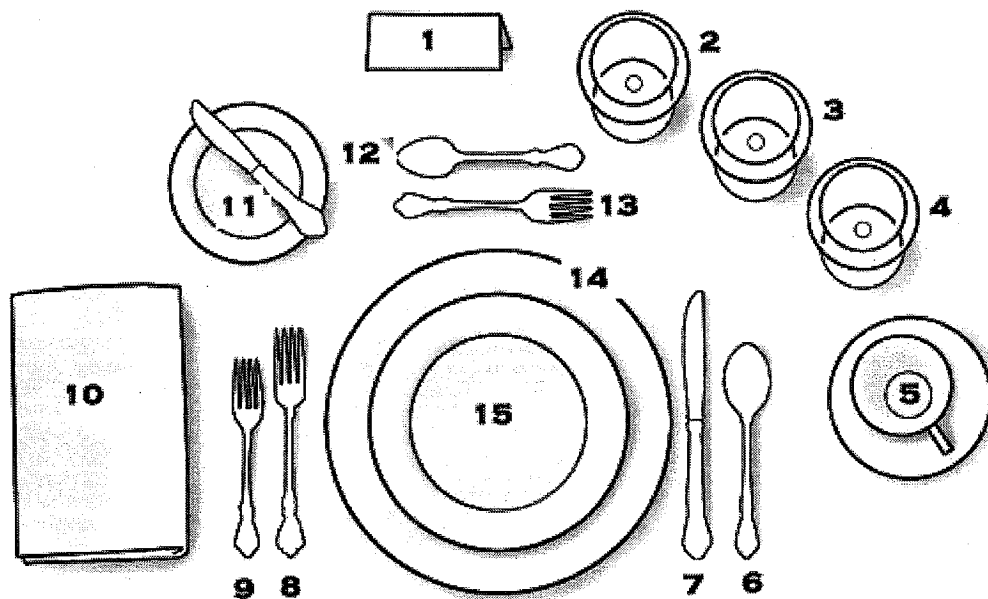
2
94%

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

Name Guillermo Alvarez
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>29</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 6 in. 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, milk
- Synchronized service is when: ballet style (at the same time)
- What is generally indicated on the name placard other than the name? table number/dietary restrictions
- The Protein on a plate is typically served at what hour on the clock? 6:00 pm
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
offer a new menu and let the kitchen know

Multiple Choice (6 points)

- B 1) Carbonation _____ the rate of intoxication.
a) Slows down
☒ b) Speeds up
c) Does nothing to
- B 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
- B 3) You can accept an expired ID as long as all other information is correct.
a) True
☒ b) False
- B 4) If someone has had too much to drink, serving them coffee will help sober them up.
a) True
☒ b) False
- D 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
- B 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

C "Straight Up"

E Shaker Tin

I "Neat"

A Muddler

B Strainer

E Jigger

D Bar Mat

D "Float"

Y "Back"

~~a.)~~ Used to crush fruits and herbs for craft cocktail making

~~b.)~~ Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

~~c.)~~ To serve chilled liquor in a chilled stemmed cocktail glass with no ice

~~d.)~~ To pour 1/2 oz of a liquor on top

~~e.)~~ Used to measure the alcohol and mixer for a drink

~~f.)~~ Used to mix cocktails along with a pint glass and ice

☒ g.) Used on the bar top to gather spills

~~h.)~~ Requesting a separate glass of another drink

~~i.)~~ Means to serve spirit room temperature in a rocks glass with no ice