

# Nazareth Diaz

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## Summary

Experienced server and event worker with much enthusiasm for people interactions, customer service, and always creating positive guest relations. Obtaining a role in this industry to further enhance knowledge in communication, interpersonal, and people skills. To obtain a role in which I can bring exceptional serving and event worker skills, and grow with the company.

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## Skills

Bilingual in English and Spanish. Always maintaining a positive and friendly attitude. Quick to adapt to new situations. Strong work ethic. Working well under pressure. Critical and logical thinking skills. Multi tasking. Problem solving. Communicating well with others. Strong interpersonal skills. Adaptable from working in a team to individually. How to meet goals with a team as well as individually. Leadership skills. Detail Oriented. Tech- savvy.

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## Professional Experience

### Restaurant Server/ Squeeze In

September 2018- Present, Redwood City, CA

Experience working in customer service. Providing great food and beverage service to all guests. Taking on multiple roles such as handling to-go orders, sitting people, running food, and taking their food orders . Able to handle multiple crowds of people at a constant rate. Working with all of my fellow coworkers. Multitasking but always preventing service and food errors from happening. Keeping cleanliness. Always staying on task. Working as a team. Handling busy breakfast and lunch crowds. Making sure all of my table sections are well taken care of as well as fellow coworker table's.

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### Event Worker / Brand Ambassador

Cre8agency, Mosaic Agency, Havas Street, GTE Agency, BestReps, BarEtc, Shiftgig

January 2014 - present

Working as an independent contractor for different promotional and staffing agencies. Adapting to different work settings and different co workers at every event. Approaching public. Working with different kinds of people every event. Engaging with all possible consumers. New

product knowledge for every event. Promoting for different products. Always maintaining a positive and friendly attitude.

### **Nanny/ Family Assistant**

January 2016- September 2018, Menlo Park, CA

Taking care of child since he was nine years old until the age of eleven years old. Helping child with his homework every day and driving him anywhere he needs to go. Tutoring child in spanish, math, english, and all other homework. During summer, coming up with different and creative daily activities. Taking on a leadership role when caring for little boy and his friends. Caring for multiple children when his friends would come to our house. Keeping up with family's calendar for all daily activities and errands. Helping family with all other kinds of daily chores such as grocery shopping, folding laundry, keeping home organized, making sure they have everything they need at home. Cooking for child and the family. Coming up with new recipes to cook for the family.

### **Olive Garden/ Restaurant Server**

August 2013 - March 2016, Chino, CA

Cash and different payment handling skills. Providing exceptional food and beverage service to all guests. Keeping up with changing food menu. Multi tasking skills. Always providing guests with excellent customer service. Working long hours when needed. Maintaining a presentable and clean appearance. Learned exceptional team working skills. Serving large banquet parties to smaller tables. Showing leadership skills when needed. Working well under pressure. Learning how to still exceed and maintain an exceptional work ethic even in the most stressful situations.

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## **Education**

### **De Anza College / Associate degree in progress**

June 2017 - present, Cupertino, CA

Systems programming and Computer Science

### **California Polytechnic University, Pomona / Acquired 48 university credits**

August 2011- June 2013

Geographic Information System and Anthropology studies

### **Summit Preparatory Charter High School / High School Diploma, G.E.D**

August 2007 - June 2011, Redwood City, CA

Multiple Choice

D

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

A

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

A

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

A

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 expediter that you need a different entrée

83.4%

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 C Chaffing Dish

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

B G French Passing

D. Area for dirty dishware and glasses

G B 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

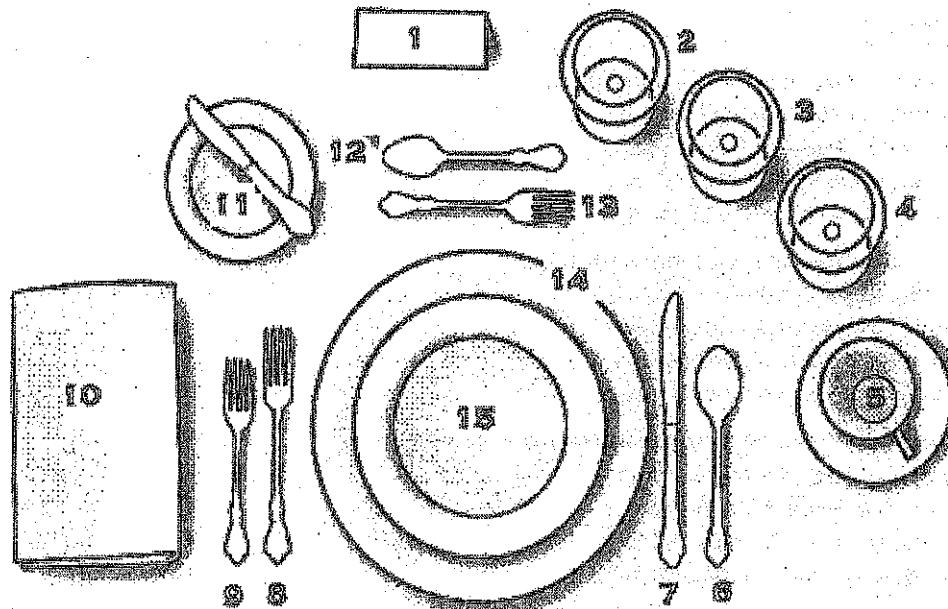
A H Tray Jack

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**

10

Napkin

11

Bread Plate and Knife

1

Name Place Card

12

Teaspoon

13

Dessert Fork

6

Soup Spoon

15

Salad Plate

4 2

Water Glass

8 9

Dinner Fork

5 7

Tea or Coffee Cup and Saucer

3 14

Dinner Knife

9 8

Wine Glass (Red)

14 1

Salad Fork

9 3

Service Plate

3 9

Wine Glass (White)

**Fill in the Blank**

- The utensils are placed 4 inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar & cream
- Synchronized service is when: \_\_\_\_\_
- What is generally indicated on the name placard other than the name? \_\_\_\_\_
- The Protein on a plate is typically served at what hour on the clock? \_\_\_\_\_
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? let kitchen know