

Summary

Enthusiastic Server with seven years experience in upscale environments. Excels in working collaboratively, maximizing satisfaction, and exceeding hospitality standards. Able to build rapport quickly with peers and guests alike.

Highlights

- Unique customer service
- Diligent
- Charismatic
- Leadership skills
- Persuasive
- Detail orientated
- Empathetic
- Exceptional interpersonal ability

EXPERIENCE**Server**

Dave & Busters; westchester. , CA
present

September 2015-

- Explained menu items to guest and offered information about specials.
- Took orders and delivered to kitchen staff, including any special request & allergies.
- Monitored tables and visited at appropriate times to handle request, deliver items, and fill drinks.
- Anticipated guest needs and addressed all request promptly.
- Train new servers on safety, food handling, and customer protocols.

Server

BJ's Restaurant; Westchester, CA

September 2014 – March 2015

- Helped staff arrange tables, manage seating, and handle service issues
- Consistently followed restaurant protocols, quality assurance standards, and all regulations
- Managed an average of 6 tables, and covered up to 9 at once as needed due to volume or short staffing, while maintaining customer service standards
- Assist management with customer service issues, staff concerns, and duty assignments.
- Earned two Employee of the month awards

Server

Seasons 52; Century City, CA

April 2013 – December 2013

- Proficiently managed tables while keeping as eye on food deliveries, seating loads, and customer service issues to inform management or host staff of problems
- Work collaboratively with team to ensure all customer needs are met and restaurant standards of service are maintained
- Helped host staff arrange table, manage seating, and handle service issues
- Filled in for bartending staff as needed made and frequently made drinks for table customer
- Kept tables free and clear of trash and cleaned dining area in between guest.

REFERENCES

Chard Vheru : 626-342-4967

Dan chodos : 626-297-2193

Leslie Brannon : 714-234-3913

Name LATAZIA NICK

Servers Test

Score 28 / 35

Multiple Choice

- B 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
- C 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
- B 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
- B 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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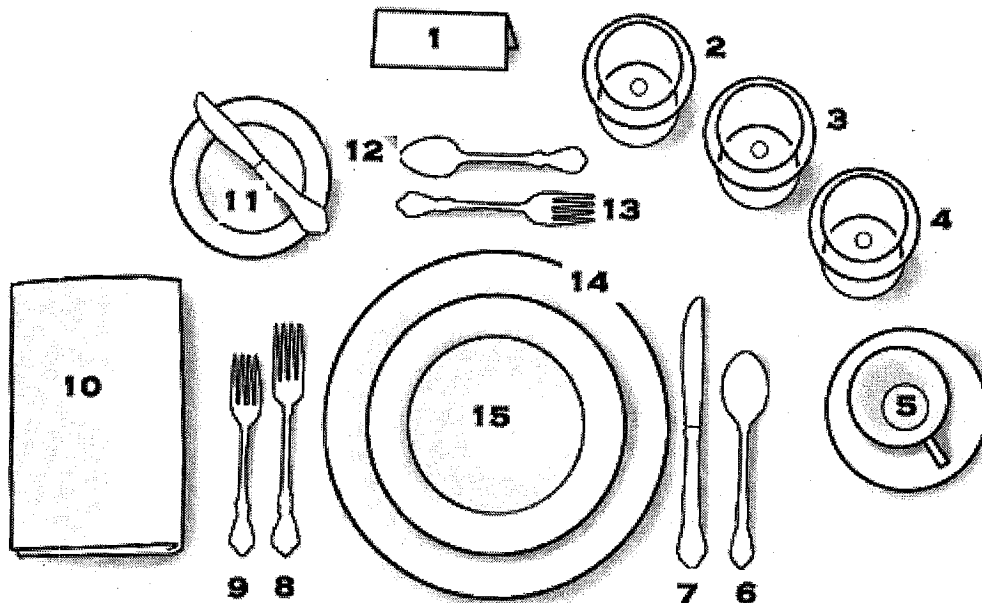
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | <u>B</u> 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 | <u>C</u> Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | <u>D</u> Area for dirty dishware and glasses |
| <u>G</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | <u>F</u> Used to open bottles of wine |
| <u>C</u> Tray Jack | <u>G</u> Style of dining in which the courses come out one at a time |

Name LATAZIA NICK

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>4</u> | Salad Fork |
| <u>9</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 2-3 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, cream, honey, milk
- Synchronized service is when: all the servers serve at the same time.
- What is generally indicated on the name placard other than the name? table number
- The Protein on a plate is typically served at what hour on the clock? 5th hour (p)
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
inform the cook