



CHRISTOPHER ARMANDO SANTOS

3704 West 4th St Apt 406, LA, CA 90020, 239-348-5636, chrissantospro@gmail.com

PROFESSIONAL SUMMARY

As a motivated and passionate self-starter who is originally from Naples, Florida, I moved to LA in August of 2015 to pursue a career in Music Production. I have experience in catering in the Los Angeles greater area. I have been in the business for a little over 3 years now serving as well as working as a bartender. I am a Server with outstanding communication and business skills. I am an enthusiastic and personable individual with 3 years of experience delivering amazing customer service. Background in a variety of restaurant settings. Looking for a career to achieve and exceed company goals. I am in search for a position at the Ebell of Los Angeles that can keep me working consistently.

SKILLS

- Customer service
- Teamwork
- Stamina / able to spend long hours on my feet
- Cleanliness
- Exceptional time management
- Dependable
- Inventory management
- Detail oriented
- Organizational Skills
- Outstanding people skills
- Multi-tasking and negotiation
- Serv Safe Food Handlers Card

EXPERIENCE

FOH Manager / Expoditer

July 2014 - Sept 2015

Coastal Peruvian Seafood and Grill | Naples, FL

- I was in charge of expediting entrees to larger tables making sure our presentation was never compromised.
- While employed at Coastal I gained valuable experience interviewing potential FOH candidates for server positions.
- I would evaluate the applicants skill sets as well as getting to know them in order to decide whether they would be a good fit for us.
- As FOH manager I was responsible for making sure staff members followed protocol during shifts.

Caterer

October 2015 - March 2018

A STAFF | Los Angeles, CA

- As a past employer for A Staff, I enjoyed working for them for two years as well as the clients that A Staff had.
- Through A staffing, I worked at Amblin Partners where I was hand selected to cater to Steven Spielberg on a daily basis, here I had the responsibility of training staff for larger events on site and executing the day to day operations.

- While employed here, I worked at the Ebell of Los Angeles as a shift lead on a weekly basis, directing staff to execute their duties as well as enforcing policy at events.
- I gained experience and learned how to meet their work expectations.
- While working here I gained priceless experience, but due to the lack of work that they were providing, I had no option but to resign.

Window Cleaner

January 2018 - August 2018

PAULS PRO WINDOW | Pasadena, CA

- While employed here I was doing labor oriented tasks that showcased my excellent work ethic.
- My duties included: Handling the company car, transporting supplies, other crew members, and showing up to jobsite's on time as well as cleaning windows properly and effectively.
- Evaluated the customers' needs and provided service options to meet their requirements
- Informed customers about current promotions and sales, encouraging them to take advantage
- Followed up with customers ensuring their satisfaction with their purchases
- My position also included delegating tasks and making sure my coworkers were executing their duties properly and in a timely manner.

Server

March 2019 - August 2019

THE BUN SHOP

- While employed here, my duties included: bussing tables, expediting food, working the register, and opening and closing the shop.
- I was able to gain meaningful customer service experience as well as leadership qualities as it was only me and one other person on our shifts.
- When problems arise, I was the first person to step up and facilitate any situation.

EDUCATION

University of Akron

REFERENCES

References Chris Enis - Executive chef at Amblin Partners 1 (310) 429-7969

LANGUAGES

Proficient in English and Spanish

Name Christopher Santos

Servers Test

Score 2/35

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

-3
91%

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

Match the Correct Vocabulary

D

Scullery

E

Queen Mary

A

Chaffing Dish

G

French Passing

B

Russian Service

F

Corkscrew

C

Tray Jack

A

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

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)

C

Used to hold a large tray on the dining floor

D

Area for dirty dishware and glasses

E

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

F

Used to open bottles of wine

G

Style of dining in which the courses come out one at a time

Dishwasher Test

Score 8 / 10

-2 (80%)

- C 1) After washing your hands, which item should be used to dry them?
- a) Clean apron
 - b) Sanitized wiping cloth
 - c) Single use paper towel
 - d) Common used cloth
- C 2) While washing dishes by hand, which item should you wear?
- a) Cutting glove
 - b) Oven Mitt
 - c) Rubber glove
 - d) Nothing
- D 3) When should you wash your hands?
- a) Before you start work
 - b) After handling non-food items (garbage, money, cleaning chemicals)
 - c) After using the restroom
 - d) All of the above
- B 4) If you need to move a heavy load, you should PULL and not PUSH the object.
- a) True
 - b) False
- C 5) Which of the following could you be at risk for getting burned from?
- a) Steam from boiling pots
 - b) Hot liquids (coffee, soup, tea)
 - c) Hot equipment (ovens, pots, chaffing dishes)
 - d) Harsh chemicals
 - e) All of the above
- A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
- a) True
 - b) False
- C 7) What should you do if you spill liquids or see a liquid spill?
- a) Leave it for someone else to clean-up
 - b) Wait until the end of your shift to clean it
 - c) Flag the spill and clean it immediately
 - d) Not sure
- A 8) When handling hot items you should?
- a) Wear rubber gloves
 - b) No need to wear anything
 - c) Use an oven mitt or dry cloth towel
 - d) Nothing
- D 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?
- a) Rinsing
 - b) Scraping
 - c) Washing
 - d) Sanitizing
- B 10) What is the proper method for cleaning and sanitizing stationary equipment?
- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
 - b) Spray with a sanitizing solution, then rinse with clean water and dry
 - c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
 - d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution