

REGINA BAUERNSCHMIDT

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EXPERIENCE

Lucques Catering, West Coast Event Productions, Hollywood Bowl, and Hasmik Party Service, Los Angeles, CA - Server for multiple companies

AUGUST 2017 - PRESENT

- Serves upscale banquets and private catering events with a positive energy and attention to detail.
- Works as a team in all aspects of catering, from setup and breakdown to bussing and cleaning.
- Always looks for something to do and loves to keep busy making guests happy and satisfied.
- Exercises confidentiality and composure among celebrities and other high-end clientele.

Bio-K, Los Angeles, CA - Brand Ambassador

AUGUST 2017 - MARCH 2019

- Independently schedule demonstrations in multiple health food superstores for Bio-K, probiotic yogurts.
- Promote Bio-K by giving samples and educating consumers of its benefits.
- Record inventory, photos, and consumer response through online portal.
- Put in supplies orders as needed.

Apple Store, Pasadena, CA - Specialist

DECEMBER 2014 - FEBRUARY 2016

- Troubleshoot and solve for Mac OS and iOS issues while following Apple's unique steps of service, with emphasis on a great customer experience.
- Recommend a sales solution for each customer tailored to their individual needs.
- Hand-picked by management for "Business Career Experience", based on high number of "business introductions"; learned the ins and outs of how Apple works with its business customers.

Apple Store, New York, NY - Specialist

JANUARY 2013 - DECEMBER 2014

- Passionately engage with a high volume and range of customers at Apple's busiest, most profitable store.
- Top team performer: brought in \$1.2 million in revenue year to date, second highest on team of 13 specialists.
- Hand-picked by management for "career experience", based on performance and high customer ratings to increase the hospitality standards of the store.
- Experimented with innovative ways to be more exciting and engaging when customers enter the store; shared these practices with management and fellow team members.

EDUCATION

Pomona College, Claremont, CA - B.A. Mathematics

SEPTEMBER 2007 - MAY 2011. GPA: 3.4.

SKILLS

ServSafe certified. Basic web design (HTML, CSS, Adobe Illustrator). Type 130 WPM.

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

10

B

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

83%

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

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 dinning 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



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

Chaffing Dish



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

B

French Passing



D. Area for dirty dishware and glasses

G

Russian Service



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

F

Corkscrew



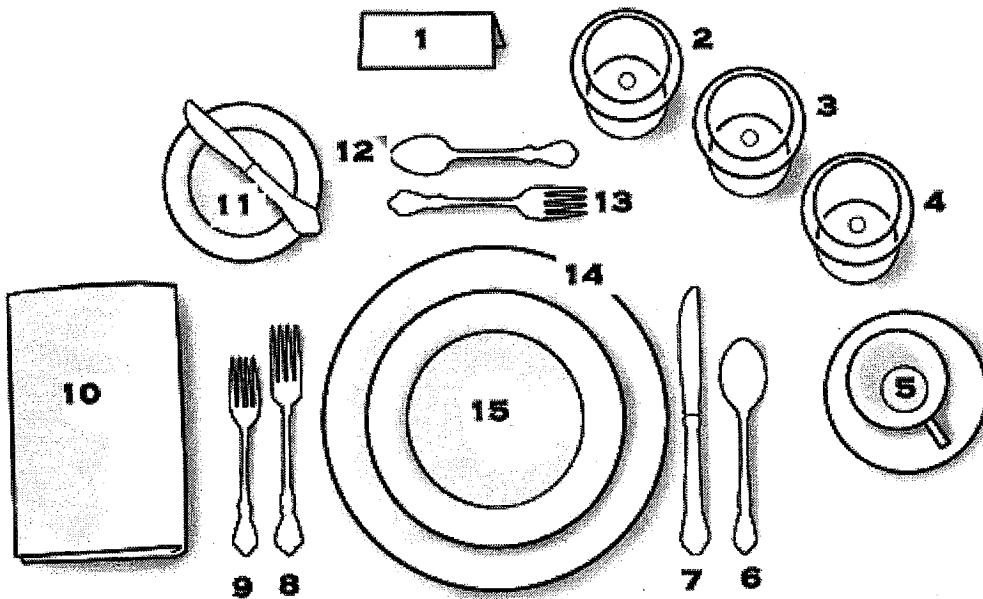
F. Used to open bottles of wine

C

Tray Jack

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

Servers Test



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u> 12	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> 3	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> 2	Wine Glass (White)
<u>4</u>	Water Glass		

Fill in the Blank

1. The utensils are placed 1-2? inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? CREAM, SUGAR, honey, STIRRER
3. Synchronized service is when: all comes out @ one time
4. What is generally indicated on the name placard other than the name? TABLE #
5. The Protein on a plate is typically served at what hour on the clock? 12:00, my plate changes
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? inform chef

Multiple Choice (6 points)

C 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

I "Straight Up"

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

E Shaker Tin

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

C "Neat"

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

A Muddler

d.) To pour $\frac{1}{2}$ oz of a liquor on top

B Strainer

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

L Jigger

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

G Bar Mat

g.) Used on the bar top to gather spills

D "Float"

h.) Requesting a separate glass of another drink

H "Back"

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