

# Keaton Vogel

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## CAREER OBJECTIVE

Adaptable professional with 7+ years of experience and a proven knowledge of customer communications, customer satisfaction, and service delivery. Aiming to leverage my skills to successfully fill the role at your company.

## PROFESSIONAL EXPERIENCE

### CATERER

*Fire 4 Hire Catering, Gilroy, CA / Sep 2019 – Present*

- Serve food and beverages to guests at banquets or other social functions.
- Pack food, dishes, utensils, tablecloths, and accessories for transportation from catering or food preparation establishments to locations designated by customers.
- Plan, prepare, and deliver meals to individuals with special dietary needs.
- Arrange tables and decorations according to instructions.

### DELIVERY DRIVER/SALES REPRESENTATIVE

*Menlo Growers, Gilroy, CA / Jun 2014 – Present*

- Familiar with Quickbooks and Excel programs that Menlo Growers used for invoicing and keeping track of product availability
- Helping customers find plants suitable for their needs.
- Answer customers' questions about products, prices, availability
- Arrange and direct delivery of products.
- Delivered delicate merchandise accurately and timely in a delivery box truck.

### WAITER/SERVER

*Saigon 2 Siam Restaurant, Gilroy, CA / Aug 2015 – Jan 2019*

- Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Check with customers to ensure they are enjoying their meal and correct any problems.
- Collect payments from customers.
- Check patrons' identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages.

- Present menus to patrons and answer questions about menu items, making recommendations upon request.
- Clean tables or counters after patrons have finished dining.
- Explain how menu items are prepared, describing ingredients and cooking methods
- Provide guests with information about local areas, including giving directions.

**Servers Test**

**Multiple Choice**

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

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

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

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

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

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

60%

**Match the Correct Vocabulary**

D E Scullery

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

E D 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

G French Passing

- D. Area for dirty dishware and glasses

R Russian Service

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

X Corkscrew

- F. Used to open bottles of wine

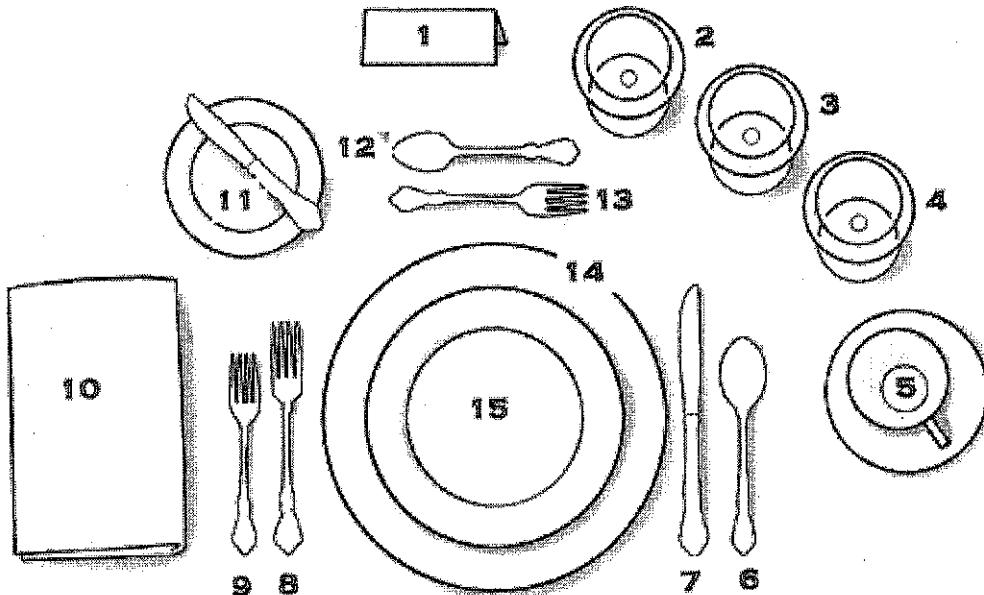
C Tray Jack

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

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

2 Water Glass

8 Dinner Fork

5 Tea or Coffee Cup and Saucer

7 Dinner Knife

3 Wine Glass (Red)

9 Salad Fork

14 Service Plate

4 Wine Glass (White)

**Fill in the Blank**

1. The utensils are placed 2 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? Sugar and creamer

3. Synchronized service is when: \_\_\_\_\_

4. What is generally indicated on the name placard other than the name? Guest number

5. The Protein on a plate is typically served at what hour on the clock? \_\_\_\_\_

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Cater to their needs or prepare a plate specifically designed for them.