

Britney J. Glaude

2690 Cunard St.
Los Angeles, CA 90065
347-517-0400
Britney.glaude@gmail.com

OBJECTIVE

A young professional with years of outstanding food service and hospitality who is seeking a position as a waitress or hostess in a thriving restaurant.

EXPERIENCE

Server, The Smith Restaurant, New York, NY — Oct. 2018—Oct. 2019

- Guided guests through menu adequately
- Provided exceptional service while maintaining table cleanliness
- Performed running sidework while taking care of guests
- Responsible for serving more than 50 guests per shift

Server, Cleo, New York, NY — Sept. 2017—Sept. 2018

- Obtained experience in opening new establishments
- Assisted guests with wine and cocktail pairings and menu inquiries
- Arranged and timed orders to provide smooth transitions between courses
- Managed to serve breakfast, lunch, and dinner shifts, as well as, the rooftop lounge when needed

Server, Dos Caminos, New York, NY — April 2016—Dec. 2017

- Gained extensive knowledge of Mexican cuisine, tequila, and mezcal
- Assigned as a closing server with responsibility of closing procedures
- Hosted private events, large parties and banquets
- Worked with 5-10 table sections

Server/Host, Blockheads, New York, NY — Dec. 2010—April 2016

- Responsible for bussing and resetting tables while managing other tables
- Accommodated guests with allergies and/or dietary restrictions
- Performed exceptional customer while greeting and seating guests
- Supervised the guest's waitlist and delegated appropriate wait times

EDUCATION

Kingsborough Community College, Brooklyn, NY — A.S. Degree in Biology, 2011

SKILLS

- Ability to work in high volumes
- Knowledgeable in all steps of service
- Experienced in POS systems (Aloha, Micros, Open Table, Revel)
- Easily adaptability to new menus

Name Britney

Servers Test

Score 28.5 / 35

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
- 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
- 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 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

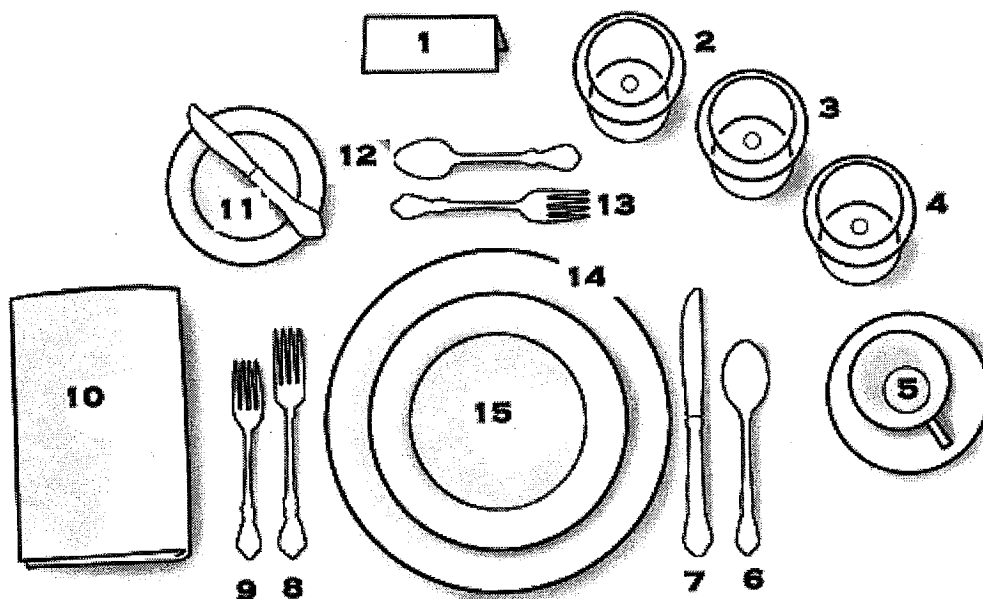
-6.5
81%

Match the Correct Vocabulary

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

Name Britney Score / 35

Servers Test



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>2/3</u> | 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>3/4</u> | Wine Glass (White) |
| <u>4/2</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 1 inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar/sweeteners
- Synchronized service is when: everyone is served at the same time
- What is generally indicated on the name placard other than the name? the event
- The Protein on a plate is typically served at what hour on the clock? to 3 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
inform the chef