

Andrew Magpayo

Server

Anaheim, CA 92802
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714.381.9452

Energetic Food Server with over 15 years of experience in a range of customer-oriented service roles. Strong ability to troubleshoot and problem-solve in fast paced environments. Seasoned leader and decision maker equipped with the finesse to effectively communicate with a variety of client and personality types. Seeking to apply professional background with a team that values a guest-driven approach to hospitality work.

Work Experience

Server

UVA Bar and Cafe - Anaheim, CA
May 2016 to Present

Currently employed, located in the center of Downtown Disney.

Server Trainer

McCormick and Schmicks Grille
January 2013 to Present

Server Trainer and Lead in charge of developing new servers, as well as ensuring excellent customer service, and precise cash handling. Extensive wine and spirit service with over 100 bottle selections, and craft cocktails.

Server Trainer

Bubba Gump's Shrimp Co - Anaheim, CA
January 2010 to January 2013

Server Trainer for the Anaheim location, as well as Santa Monica, and Hollywood.
Traveling Trainer having opened restaurants in Seattle WA, Biloxi MS, and London UK.

Skills

training, POS, Server, Customer Service

Certifications/Licenses

TABC

food handler certificate

Name Andrew Magpayo
Score 32/35

Servers Test

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
- 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

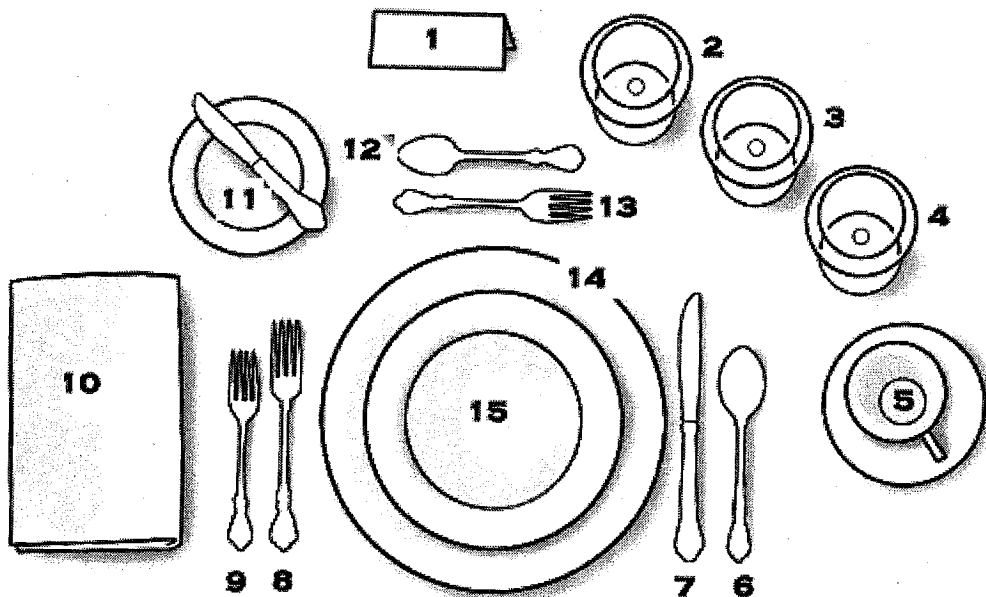
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91%

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

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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</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

- The utensils are placed 12.5 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? tea spoon, saucer, cup
- Synchronized service is when: all courses come out at once
- What is generally indicated on the name placard other than the name? table event? tbl #?
- 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?
inform the lead or expeditor