

Wendy Nieto

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12613 Seattle Slew Dr. apt. 2921
Jersey Village, TX 77065

(949) 630-6181

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Skills

Customer Service, POS, retail front end operations, fast learner.



Experience

Pappasito's Cantina/ Server

April 2019 to Present, Houston, TX

Greet the guest, take their order and answer any questions they may have about the menu, run their food, take care of them and attend them with anything they may need, after they leave I reset the table.

Shogun Restaurant / Server

September 2018 to March 2019, Palm Desert, CA

Greet the guest, take their order and answer any questions they may have about the menu, run their food, take care of them and attend them with anything they may need, after they leave I reset the table.

Segovia/ Server

August 2017 to March 2019, Palm Desert

Greet the residents, take their order and answer any questions they may have. Attend them throughout the time they are in the dining room.

Forever 21/ Sales Associate

March 2018 to September 2018, Palm Desert, CA

Help customers find what's it that they're looking for. Give our advice on maybe what outfit goes best. Let them know about our sales. Also help

Maintain the store organized throughout the day.



Certifications/licenses

CPR/AED

August 2017 to August 2019

Meets all OSHA regulations and current guidelines in CPR and First-Aid in accordance to AHA guidelines. All training is hands on.

Food Handler

April 2019 to April 2021

TABC

April 2019 to April 2021

CERT

May 2015 to Present

The Community Emergency Response Team (CERT) is a program that educates volunteers about disaster preparedness for hazards that may happen in their area and trains in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations.



Education

Cathedral City High School

September 2013 to June 2017, Cathedral City, CA



Groups

AFJROTC

August 2013 to June 2016

Air Force Junior Reserve Officers' Training Corps is a federal program sponsored by the United States Armed Forces in high schools. This academy instills students in secondary educational institutions the values of citizenship, service to the United States, and personal responsibility and a sense of accomplishment.

HEAL

August 2013 to June 2017

Health and Environmental Academy of Learning focuses on teaching their students about health science and Medical Technology sector is Public and Community Health.



Additional Information

Fluent Spanish

Servers Test

Name Wendy Nieto
31 Score / 35

Multiple Choice

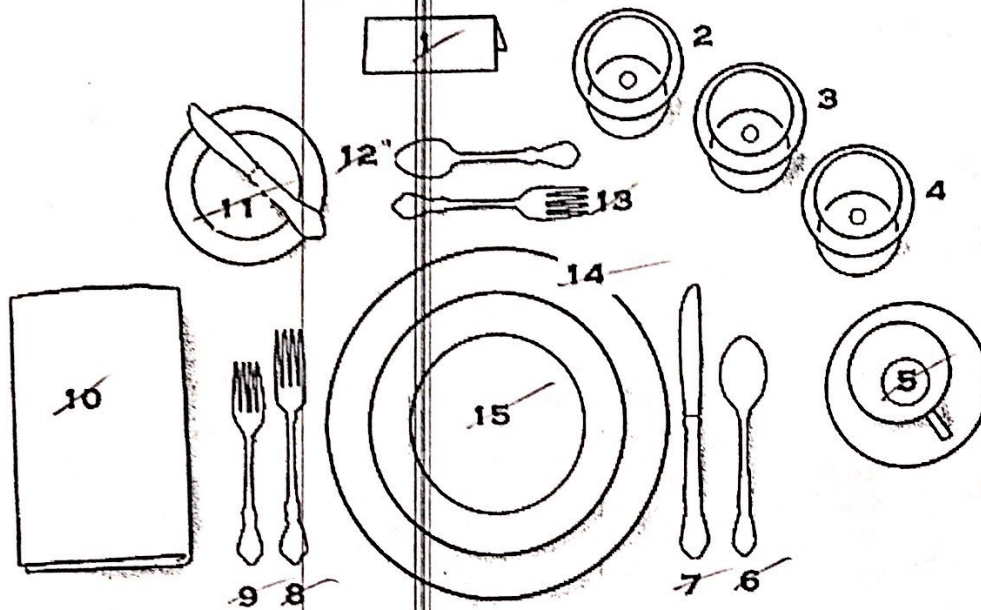
- A 1) Food is served on what side with what hand?
a) On the left side with the left hand
b) On the left side with the right hand
c) On the right side with the left hand
d) On the right side with the right hand
- D 2) Drinks are served on what side with what hand?
a) On the left side with the left hand
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
- B 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

- | | |
|---------------------------------------|---|
| <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 | <u>B</u> 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> B Russian Service | <u>E</u> 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 | <u>G</u> Style of dining in which the courses come out one at a time |

Name _____ 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>4</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>5</u> | Wine Glass (White) |
| <u>4</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar & Teaspoon
- Synchronized service is when: its in order
- What is generally indicated on the name placard other than the name? table number
- 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 your manager about the request