

Denis Giorlando

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Experience

TD Bank - Full Time Teller

April 2018-Current

- My responsibility as a teller is to handle customer financial transactions, update teller differences report, and to work closely with management to prevent fraudulent activities by filing unusual transaction reports.

Arch Telecom Sprint - Sales Representative

November 2017-April 2018

- As a sales representative, responsibilities included reviewing customers' bills, set up their leases, activate phones as well as upgrade them.

Best Buy – Part Time - Merchandising

May 2016-August 2017

- As a merchandising team member of Best Buy, responsibilities included keeping prices up to date and following planograms for merchandise placement on the floor.

Education

West Orange High School 2010-2014

Graduated with high school diploma.

Essex County College 2015-2017

Graduated May of 2017. Accounting major.

Rutgers - Newark Current

Criminal Justice Major Class of 2020

Skills

- Exceptional communication skills
- Able to multi-task well
- Cash handling and management
- Quick learner
- Team player
- Strong interpersonal skills

Interview Note Sheet
Server

Applicant Information	
Name: <u>Denis Giorlando</u>	Interviewer: <u>Jo Paik</u>
Date: <u>11/7/2019</u>	Rate of Pay: <u>\$14</u>
Position (s) Applied for: <u>Server</u>	Referred by: <u>Sobby Andre</u>

Test Scores						Seeking
Server	<u>24</u> / 35	<u>68</u> %	Bartender	/ 30	%	<div>Full-Time</div> <div>Part-Time</div>
Prep Cook	/ 15	%	Barista	/ 10	%	
Grill Cook	/ 40	%	Cashier	/ 10	%	
Dishwasher	/ 10	%	Housekeeping	/ 16	%	

Relevant Experience & Summary of Strengths			
Total of _____ Experience in Food Service/Hospitality			
How many customers or tables are you used to serving at one time? How would you re-act if an extra table was added to your section?	How many items can you carry on a tray? Please describe how to pick up a large oval tray.	How is a banquet server different from a regular restaurant server?	Notes:
<u>6 tables - 24/30 ppl</u> <u>Trainer best, will have no problem.</u>	<u>5 plates to 2 tray.</u> <u>Usually used them for set up & break down.</u>	<u>Banquet - way you serve, way you pick up plates, set up, customer service.</u>	<u>criminal justice</u> <u>major @ RU - network.</u> <u>Get owner</u>

P.O.S. Experience: Y / N details: _____

Transportation	Regions Available to work:
<u>Vehicle</u>	<u>Max travel up to 1 hour.</u>
Certifications (if any)	Availability
	<u>Thurs AM - done by 1:30pm</u> <u>Sat/Sun - start @ 4pm</u>
Uniforms Owned:	Recommendations:
<input checked="" type="checkbox"/> Bistro White <input checked="" type="checkbox"/> Black Bistro <input type="checkbox"/> Tuxedo <input type="checkbox"/> 1/2 Tuxedo <input checked="" type="checkbox"/> Black Vest <input type="checkbox"/> Long Black Tie <input type="checkbox"/> Other: _____	<input type="checkbox"/> Acrobat Academy <input type="checkbox"/> Lead Academy
	Other Languages Spoken:

Servers Test

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
- C 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
- A 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

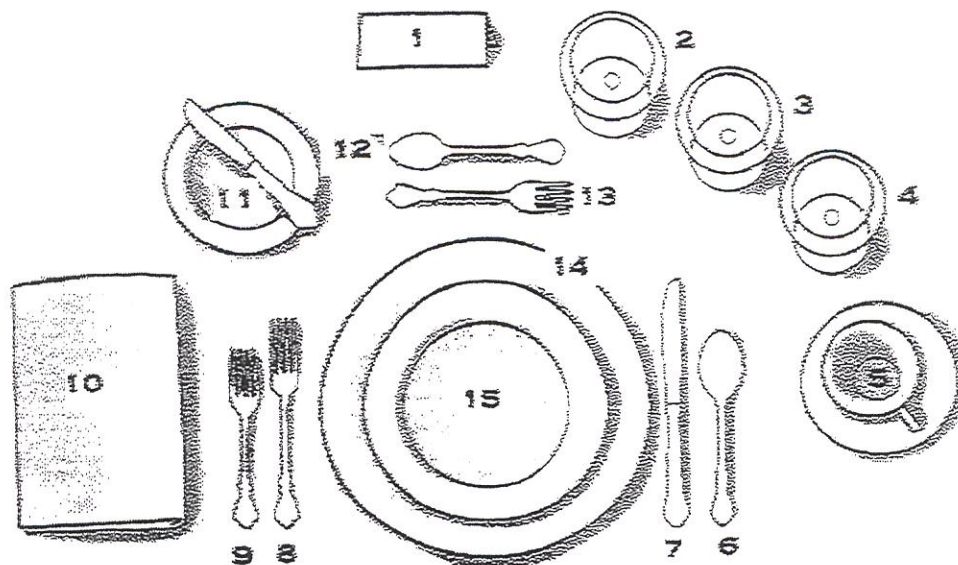
- D Scullery
E ~~A~~ Queen Mary
A ~~E~~ Chaffing Dish
B ~~A~~ French Passing
G ~~B~~ Russian Service
F Corkscrew
C Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
 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)
 C. Used to hold a large tray on the dining floor
 D. Area for dirty dishware and glasses
 E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
 F. Used to open bottles of wine
 G. Style of dining in which the courses come out one at a time

Name Denis Giorlando

Servers Test

Score / 35



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>	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>	Wine Glass (White)
<u>4</u>	Water Glass		

Fill in the Blank

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? creamers, milk, sugar
- Synchronized service is when: when all plates are served at the same time by all servers
- 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?
let manager/chef know about the request.