

## **SHANDRA FUERTE**

shandrafuerte@gmail.com • 408-661-7726

Burbank, CA 91504

### **EXPERIENCE**

#### **Cashier and Concession | The Service Company | November 2019 - Present**

- Work at the VIP clubs of the Levi's Stadium.
- Assisted with the accounting of earnings, spoilage, etc.
- Prepare food to speed service.
- Properly enter the orders onto the register.
- Clean work stations before closing.
- Stand for up to 6 hours.

#### **Server and Cashier | San Jose Giant Stadium | April - September 2018**

- Greet customers, and take their orders.
- Properly enter the orders onto the register.
- Guide new customers through the menu, and help them pick the dish that fits their personal taste.
- Prepare and wrap food.
- Calculate earnings and report to the accounting office.
- Clean work stations before closing.
- Stand for up to 6 hours.

#### **Food Photography and Videography | Elevation Partners, Inc. | January - October 2017**

- Knowledge in food presentation and plating.
- Knowledge in restaurant branding.

### **CERTIFICATE**

#### **ServSafe, National Restaurant Association | California Food Handler**

- ANSI Accredited
- Valid from April 2018 to April 2020

### **MISCELLANEOUS**

- Owns a car, and a licensed driver with a clean record.





**THE SERVICE  
COMPANIES**

SERVICE. ABOVE ALL

Name Shamundra Fuerte

## Servers Test

Score 26 / 35

### Multiple Choice

- b 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
- 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

-9  
 74%

### Match the Correct Vocabulary

- |                          |   |
|--------------------------|---|
| <u>D</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>C</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>G</u> French Passing  | D. Area for dirty dishware and glasses  |
| <u>B</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>E</u> Tray Jack       | G. Style of dining in which the courses come out one at a time  |



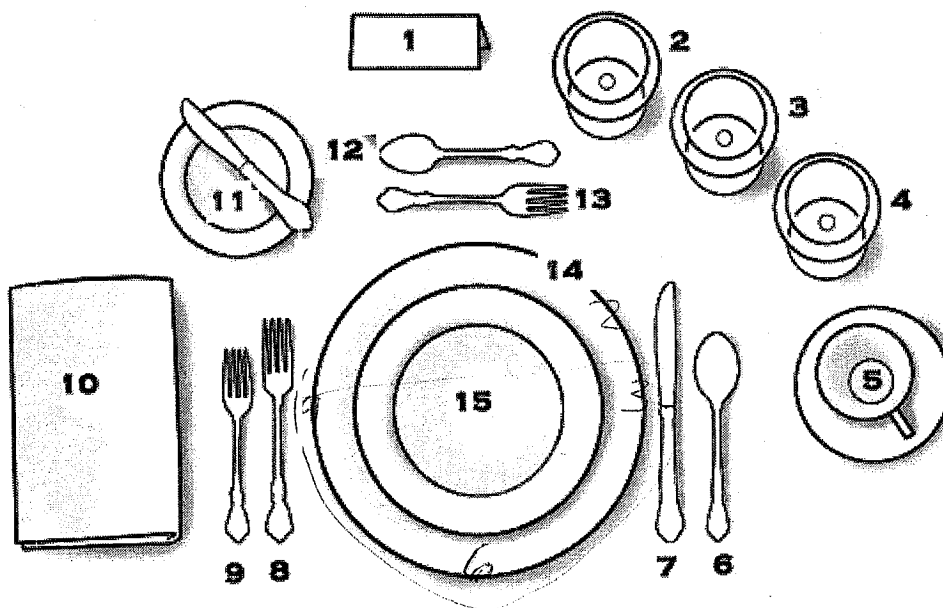
**THE SERVICE  
COMPANIES**

SERVICE. ABOVE ALL

Name shandra Fuerte

## 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? cream & sugar
- Synchronized service is when: all waiters serve guest in at same time
- What is generally indicated on the name placard other than the name? relationship/company/position
- The Protein on a plate is typically served at what hour on the clock? 2 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
repeat his/her request to assure you understand, then inform head waiter