

Francisco Aguilera  
[frenaghastings@gmail.com](mailto:frenaghastings@gmail.com)  
(213) 284-0258

## Objective

My objective is to find a place within a restaurant where I can fully put my skills to their most effectual use, and learn something new about myself. I am a very fast, hard-working individual, with tendencies to organize and work efficiently, qualities that make me an excellent busser. The most important quality, though, is a determination to see the job done, and done well. My objective is to put these qualities on full display, and then demonstrate how these qualities can transfer over to any number of positions and roles.

## Qualifications

Proficient in the Open Table, Infinity POS, and Aloha systems, as well as all Microsoft Office programs.

Fluent in Spanish and English.

Extensive customer service experience within the restaurant business.

Adapted to a fast-paced and efficient work ambient where multi-tasking is essential, or a more relaxed environment where the points of fine-dining are stressed.

Extremely fast learner with superb organizational skills, a determination and stamina that will see every task done to the highest standards.

A professional and respectful demeanor, reflected in interactions with guests and co-workers

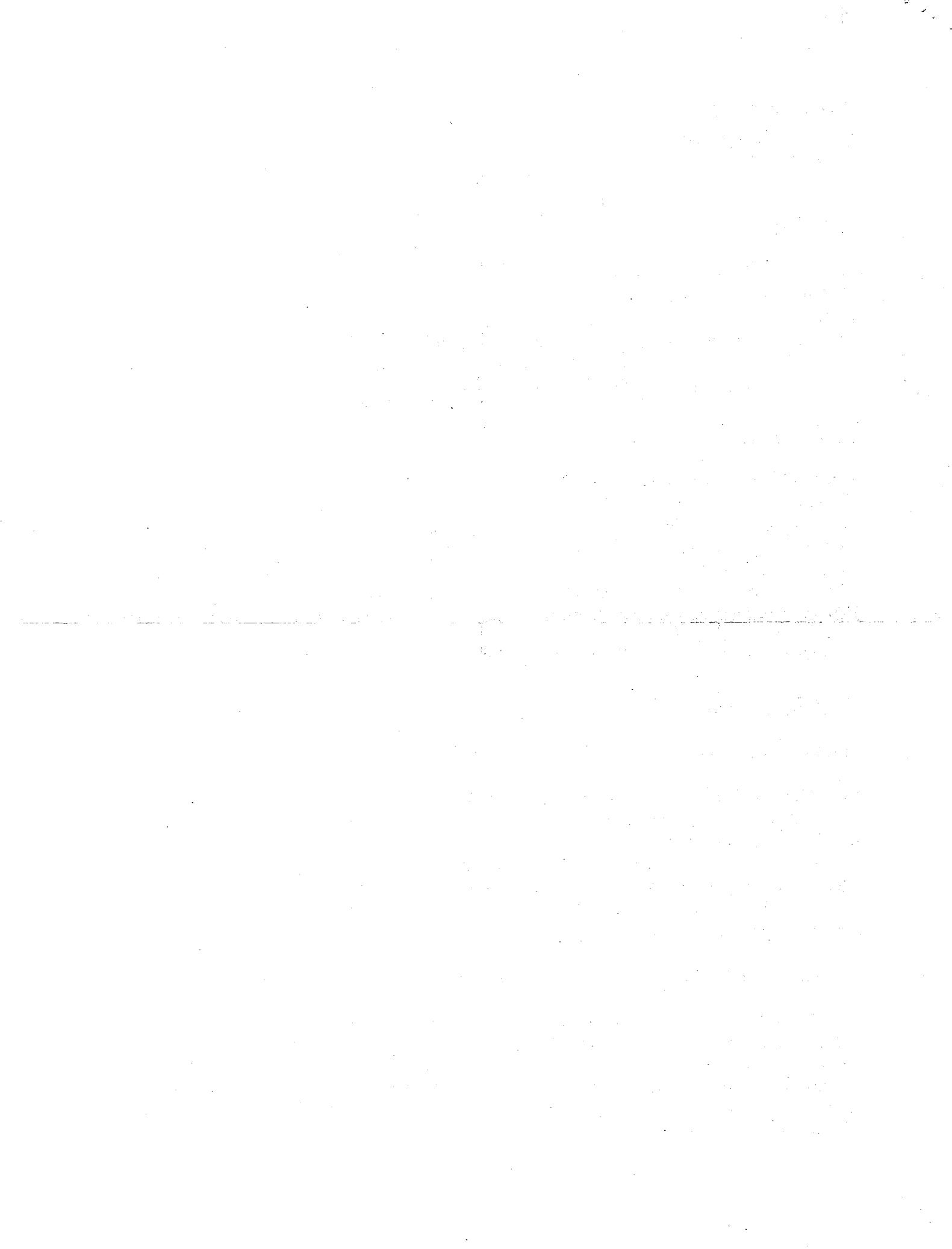
## Work Experience

Elliot's Oyster House (Seattle, WA); April 2018 to October 2018

I was hired as a busser and quickly showed I was up to the task of bussing to a set standard, quickly and efficiently without sacrificing quality of customer service. This was reflected in the fact that I was allowed to work night shifts very early on, which usually required extra training. I displayed an ability to bus for larger sections without being overwhelmed, as in when additional tables were added to a section, or was asked to take half of a section of someone who was struggling. I consider myself very much a team-player, and I routinely walked the floor to make sure everything was in order, as long as my section was properly looked after.

Collections Cafe/Chihuly Garden and Glass (Seattle, WA); April 2017 to January 2018

I was hired at Collections Cafe as a busser, but was immediately thrown into events and banquets operations. I immediately impressed salespeople, managers and the rest of the staff by being quick and professional. I shied away from no task, volunteering for any lifting, inventorying and organizing. As was explained to me by management, weddings, receptions and dinners all steadily improved after I began my employment there. I moved, stored, inventoried and organize all sodas, juices and liquor, and would come in any day and any time to do this, even if it meant



being called in an hour before it had to be done. I learned and covered the expo, barista and host positions when asked, and could double as a busser and expo when required. I never slowed down or stopped working to converse, but still maintained friendly and amiable relationships with co-workers. I try and keep everything going smoothly, and I would regularly check schedules for errors, talk with hostesses about any special requests and generally maintain an eye on the entire restaurant and/or event.

Bottega Louie (Los Angeles, CA); August 2016 to February 2017

I was called back from a large pool of applicants to the premier location in Downtown Los Angeles, and started as a busser. The pace was very fast, and I managed to adapt well to both the speed and use of large oval trays. I communicated and worked with other bussers and the host staff to set tables quickly and efficiently. My organizational tendencies, ease with guests and overall enthusiasm and determination while working led management to ask me to start training as a server after two months. I preferred to work as a runner for a period first, to better familiarize myself with the food.

Further work history available.

### Education

Hamilton High School Academy of Music

Los Angeles City College

I attended Los Angeles City College for three years, taking a variety of courses.

### Availability

Open availability.

### References

References available upon request.





## Servers Test

100%

### Multiple Choice

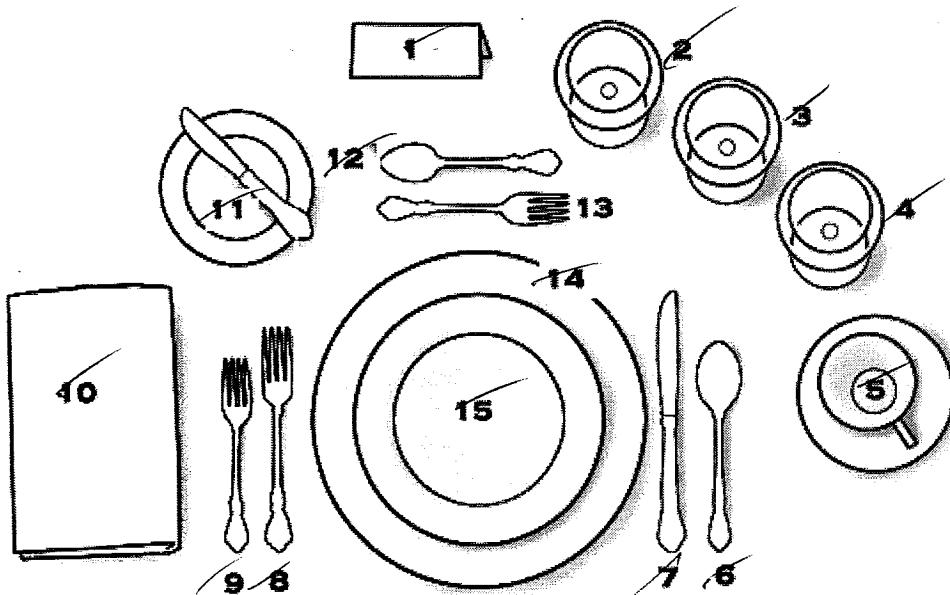
- 1) Food is served on what side with what hand?
  - a) On the left side with the left hand
  - b) On the left side with the right hand
  - c) On the right side with the left hand
  - d) On the right side with the right hand
- 2) Drinks are served on what side with what hand?
  - a) On the left side 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
- 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
- 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
- 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
- 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 dinning 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 Queen Mary  
A Chaffing Dish  
B French Passing  
S 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

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>	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 (2) 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar caddies, milk, cream
- Synchronized service is when: All plates come down at a table at the same time
- What is generally indicated on the name placard other than the name? Entree choice
- The Protein on a plate is typically served at what hour on the clock? (3) 3
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Alert supervisor, captain, & expo.