

KATHERINE SHANK

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Experience

2012-2017	Southern Roots Catering	Jamestown, NC
<i>Catering Server</i>		
• Ensured exemplary guest service through all forms of banquet service, carving stations, bartending, running food during events, buffets, plated, replenishing product and supplies in compliance with event standards.		
• Oversaw that events were properly equipped and executed by transporting, pulling, setting up and breaking down, as well as returning equipment to designated storages in compliance with event standards and instructions.		
• Performed side work by helping to provide a safe and clean work environment.		
• Cleaned, organized and restocked equipment/product returning from catering events.		
2013-2014	Phoenix Asian Cuisine	Greensboro, NC
<i>Server</i>		
• Memorized the complex menu for on-demand recitation.		
• Worked with team members to ensure that customers received the highest level of satisfaction.		
• Used a POS system to enter customer orders and check for accuracy.		
2012-2013	Maxie B's Bakery	Greensboro, NC
<i>Customer Service</i>		
• Planned complex wedding and events delivery schedules.		
• Designed custom desserts that exceeded customer expectations		
• Trained employees on selling and design techniques and how to handle large volumes of orders.		

Education

2009-2013	University of North Carolina at Greensboro	Greensboro, NC
• Bachelor of Arts in History		
• Member of Historical Honors Society		

Skills

Expert Level

- Microsoft Excel, Word, PowerPoint and Outlook
- Social Media (Instagram, Facebook, Twitter)
- POS Software

Intermediate Level

- SAP interface
- Business Intelligence forecasting tools
- WordPress

Multiple Choice

d 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

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 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

-65
81%

Match the Correct Vocabulary

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E 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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

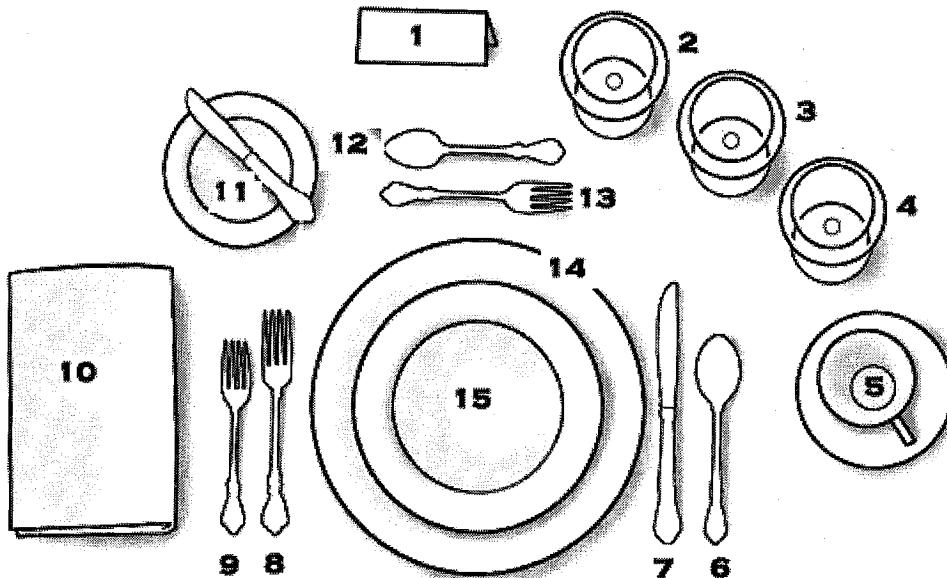
C Tray Jack

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



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

1. The utensils are placed 2 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? SUGAR, CREAM, SPOONS
3. Synchronized service is when: ALL DRINKS, PLATES ETC GO OUT AT ONCE PER COURSE
4. What is generally indicated on the name placard other than the name? RELATIONSHIP TO PARTY
5. The Protein on a plate is typically served at what hour on the clock? ON THE BEGINNING OF THE HOUR (1)
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
TELL THE MANAGER OR EVENT / HEAD CULINARY MEMBER