

BEZAWIT WELDESENBET

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Summary

Experienced food service professional with solid background in environments and willingness to take on any task to support team needs.
Knowledgeable about safe food handling requirements and order taking.
Successful at maximizing satisfaction with speedy assistance.
Hardworking waitress with proven relationship-building and time management abilities in fast-paced restaurant environments.
Successful at handling tables of all sizes with accuracy and impeccable customer service skills.
Strive to meet every patron need, drive satisfaction and promote long-term loyalty.
customer service and food handling expertise. Skilled at memorizing menu items and orders, upselling additional products and taking accurate drink and food orders.
Polished [Job Title] with aptitude for menu memorization and quick calculations.
Extensive experience providing first-rate service in establishments. Thrive in fast-paced environments through excellent and skills.

Skills

- Dining crew workflow optimization
- Food safety understanding
- Prompt table clearance
- Dining customer service
- Table setting arrangements
- Buffet setup and takedown
- Dish preparation
- Liquor, wine and food service
- Menu knowledge
- Menu memorization
- Safe food handling

Experience

Server

Feb 2014 to Oct 2015

Hilton — Adisababa, Ethiopia

- Positive Guest interactions while serving Guests in a friendly and efficient manner and play an integral role in ensuring our customers have exceptional dining experiences.
- Maintained table settings by removing courses, replacing utensils and refilling beverages promptly.
- Served average of [50] patrons daily at Hilton restaurant with consistent recommendations for exceptional service.
- Assisted individuals in selecting meal options, including entrees and desserts and recommended alternative items for those with food allergies and gluten intolerances.

Server

Feb 2016 to Oct 2018

Desta Ethiopian Kitchen — 3086 Briarcliff Rd NE, Atlanta, GA 30329, GA

*Prepare room for dining by clothing tables and setting decorations, condiments, candles, napkins, service plates and utensils

*Help patrons select food and beverages by presenting menu; offering cocktails; suggesting courses; explaining the chef's specialties; identifying appropriate wines; answering food preparation questions

Stay updated on current menu choices, specialties and menu deviations, knowing if the kitchen staff is running out of any items, etc

Serve orders by picking up and delivering patrons' choices from bar and kitchen; deliver accompaniments and condiments from service bars

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

Match the Correct Vocabulary

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