Carol York

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Summary

- *Proven ability in exceptional hospitality skills and providing outstanding customer service by anticipating customer needs.*
- *Motivated self-starter with experience*
- *Proven ability to work with difficult situations and provide a high level of service to clients.*
- *Direct and counsel using expertise in developing leaders in different agencies and organizations who can serve effectively and solve emerging needs in health care, public safety, and public administration.*
- *waitstaff at Private Venues /waitstaff at private holiday events*

01/2017 to 04/2019

Arch Staffing Group, Inc.

Banquet server

Experience

- Served plated dinners, buffet style dinners and passed hors d'ouevres for parties of 50 to 200.

- Collected dishes promptly after each course, cleared crumbs and glassware, and maintained customer satisfaction.

- Set up for events with up to 200 attendees, preparing serving and appetizer trays and setting tables.

- Assisted in preparing for special functions and banquets by setting up and taking down tables and chairs and decorating.

- Carried appetizer and drink trays around Holiday events, maneuvering around guests and furniture without spilling.

- Walked among tables and refilled water and beverage glasses or took orders for more drinks and food.

- Prepared salads and appetizers to back up kitchen staff.

- Addressed any concerns or complaints quickly to improve service and escalated more advanced

issues to management for resolution.

01/2017 to current

LGC Associates, LLC Hospitality /shiftgig

waitstaff / bartender

Experience

- Served plated dinners, buffet style dinners and passed hors d'ouevres for parties of 50 to 200.

- Collected dishes promptly after each course, cleared crumbs and glassware, and maintained customer satisfaction.

- Set up for events with up to 200 attendees, preparing serving and appetizer trays and setting tables.

- Assisted in preparing for special functions and banquets by setting up and taking down tables and chairs and decorating.

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Acrobat
outsourcing
Your Hospitality Staffing Professionals

Name **CAROL YORK**

Servers Test

Score **/35**

−9
(26)

A

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
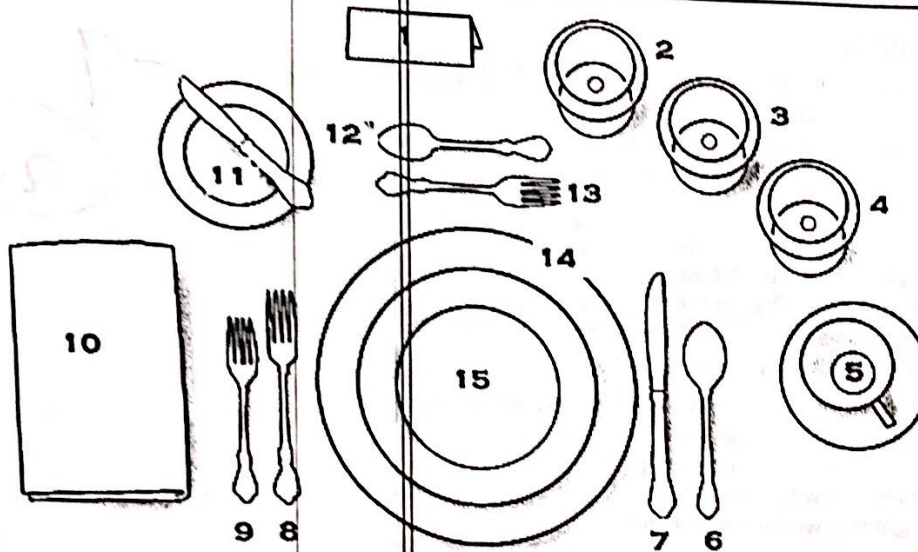
Match the Correct Vocabulary

____ Scullery
____ Queen Mary
____ Chaffing Dish
____ French Passing
____ Russian Service
____ Corkscrew
____ 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

TEST_Server (rev. 2013.07.31) (1)

Name CAROL York

Servers Test

Score /35

Match the Number to the Correct Vocabulary

10	Napkin		8	Dinner Fork
11	Bread Plate and Knife		5	Tea or Coffee Cup and Saucer
1	Name Place Card		7	Dinner Knife
12/6	Teaspoon		2	Wine Glass (Red)
13	Dessert Fork		9	Salad Fork
6	Soup Spoon		14	Service Plate
15	Salad Plate		3	Wine Glass (White)
4	Water Glass			

Fill in the Blank

1. The utensils are placed _½ no 3_ inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? _cream , sugar , lemon_

3. Synchronized service is when: _When a table has a captain and everyone_ _is served at the same time._

4. What is generally indicated on the name placard other than the name? _Seat or letter_

5. The Protein on a plate is typically served at what hour on the clock? _served to 4_

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
   Tell the kitchen immediately

TEST_Server (rev. 2013.07.31) (1)