

SARA MARDON

850 East Kensington Road, Los Angeles, CA 90026, 831-229-9405, saramardon@yahoo.com

PROFESSIONAL SUMMARY

Upbeat hard worker with a talent for making guests feel welcome. Quick learner of menus and work responsibilities. My last restaurant made food that I loved and I was able to serve it alongside a team that had great communication and felt like family. I'm hoping to find a similar home in your company.

EXPERIENCE

Server, MOD

September 2014 - October 2019

Hula's Island Grill | Monterey, CA

- Recommended entrée or drink choices to guests by listening to their preferences and concerns using extensive knowledge of menu ingredients and comprehension of food allergies.
- Used the point of sale, or POS, system to place orders and print checks.
- Signed out and double checked the closing duties of the entire staff at the end of shift.
- Handled end of day paperwork, batched Credit Cards, dropped cash deposit and allocated tips to staff.
- Developed long-lasting relationships with customers, creating regulars.

Server

May 2012 - August 2014

London Bridge Pub | Monterey, CA

- Performed comprehensive duties of Host, Busser and Server during shift
- Completed an entire food service and training course when hired as a restaurant server.
- Delivered outstanding customer service by serving food and drinks to guests.

Kayak Guide/ Naturalist

March 2010 - December 2014

Kayak Connection | Moss Landing, CA

- Evaluated the customers needs, provided options to meet their requirements.
- Fulfilled administrative duties, filed paperwork, made reservations.
- Completed intensive Guide training and acquired safety certifications.
- Led guests through paddling training and on the water tours through an important protected California Estuary.

REFERENCES

Manager at Hula's Island Grill: Madeline Malmo, 831-238-1534

Manager at London Bridge Pub: JD Poma, 831-402-5657

Manager at Kayak Connection: Larry Wagner, 831-234-4239

EDUCATION

Literature and Theater Arts

Monterey Peninsula College, Monterey, CA



**THE SERVICE
COMPANIES**

SERVICE. ABOVE ALL

Name Sara Mardon

Servers Test

Score 8 / 35

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
- 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
- A 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

-7
30%

Match the Correct Vocabulary

- | | |
|--------------------------|--|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</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>B</u> French Passing | D. Area for dirty dishware and glasses |
| <u>G</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 |



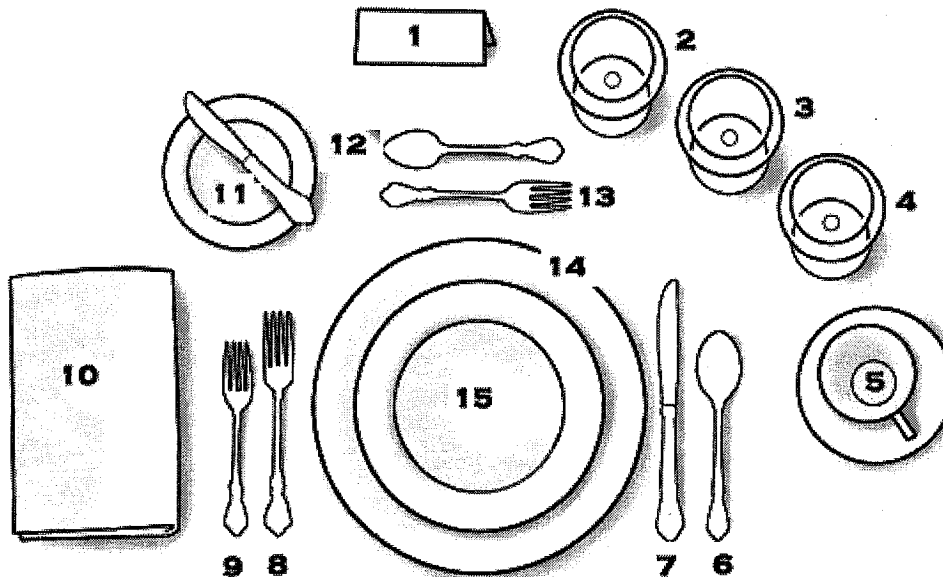
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Match the Number to the Correct Vocabulary

<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>23</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>34</u>	Wine Glass (White)
<u>42</u>	Water Glass		

Fill in the Blank

- The utensils are placed 31 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, milk
- Synchronized service is when: when things are cleared/served simultaneously
- What is generally indicated on the name placard other than the name? dietary needs
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
inform the manager, kitchen