

Brianna Lee

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Work Experience

- The Morrison
Server April 2019—Present
Los Angeles, CA
- Homestate
Server Feb 2018—April 2019
Los Angeles, CA
- Le District
Server 2015—Feb 2018
NYC, NY
- Adoro Lei
Server 2014—2015
NYC, NY
- EMM Hospitality Group
Maitre' D & Manager at The General & The Jazz Room 2013—2014
NYC, NY
- Duties as Maitre D:**
- Greeted and ensured excellent customer service for all guests entering any of the property's 3 separate venues
 - Managed guest complaints and guaranteed conflict resolution
 - Coordinated large capacity dining room seating in high energy environment
 - Provide personalized dining experience for upscale clientele; celebrities, politicians, athletes
 - Operated as line of communication between reservation office, guests and corporate owners
- Managerial Duties:**
- Trained, hired and scheduled host staff
 - Created employee manuals & guidelines to ensure employees' work-related development
 - Reported reservation data & celebrity reports to corporate office & company owners
- Sullivan's Quay Restaurant & Bar (*Upscale / Fine Dining*)
Server, Hostess 2012 -2013
Port Washington, NY
- Gilded Otter Brewing Company & Restaurant
Server, Bartender, Lead Host & Manager 2009 -2012
New Paltz, NY
- Serving, Bussing, Seating, & Running Food to Tables in a High-Volume Restaurant
 - Confident in carrying trays of food and drinks to tables of any size
 - Gained Extensive Knowledge of Beer, Brewing Process, & Different Characteristics of Wine
 - Hired, trained & scheduled staff / Lead Customer Services; Booking & Catering Large Events
 - Coordinated with Head Chef Larry Chu in advertising & presentation of specials
- My Hero Italian Restaurant
Server, Hostess 2007 - 2009
New Paltz, NY

Education & Academic Honors

State University of New York (SUNY) at New Paltz— New Paltz, NY, 2010

- B.A. Communication & Media; Organizational Communication
- B.A. Journalism; Public Relations Concentration
- 3.8 GPA, Graduated Magna Cum Laude, Dean's List 2006-2010

New York State Communication Association (NYSCA) 67th Annual Conference

- Two-Time Conference Presenter—Ellenville, NY, Oct. 2009:
- Public Relations Campaign for Small Businesses Forum & Persuasion & Politics in the New Era Forum



**THE SERVICE
COMPANIES**

SERVICE. ABOVE ALL

Name Brianna Lee

Servers Test

Score 32/35

Multiple Choice

3 (91%)

- A 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>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 |



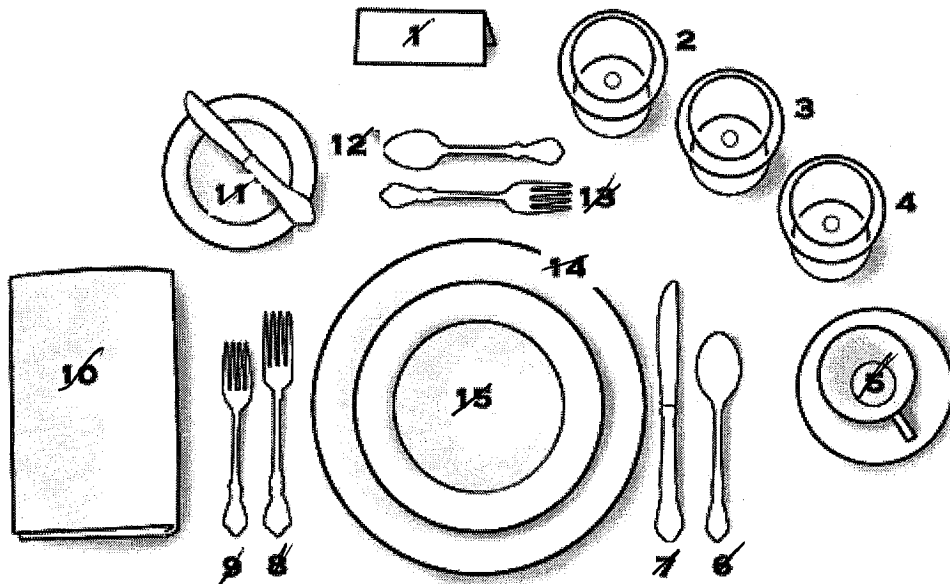
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Match the Number to the Correct Vocabulary

<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>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 1 8 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? milk/creamers, sugar, honey
- Synchronized service is when: all diners are following the same steps of service
i.e. all eating at the same time, usually at banquets
- What is generally indicated on the name placard other than the name? their seating arrangement/table #
- The Protein on a plate is typically served at what hour on the clock? 7pm 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Alert the kitchen immediately, let your superior know
so you can accommodate the guest and kitchen is aware

for large catered events.