NATHALIE URBINA

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During my 4 years in hospitality I have become skilled at multi-tasking, team communication, and customer service. My past work experience has prepared me to stay calm in high volume situations while providing a seamless customer experience. I am able to prioritize and manage multiple tasks at once, cater to customer needs in a timely manner, and memorize specials and menu items quickly and efficiently.

WORK HISTORY

2018-2019   **CHI SPACCA- LOS ANGELES, CA**
Lead Server

- Maintained a high quality standard of service in an upscale environment
- Provided guests with knowledgeable wine service (mainly Italian varietals)
- Guided guests through a coursed meal
- Took note of allergy/dietary restrictions and communicated with Chef accordingly
- Provided clear and concise descriptions of dishes upon table drop
- Developed and maintained guest relationships
- Responsible for handling cash/ end of night close-outs
- Developed proficiency in Toast POS system
- Developed proficiency in OpenTable reservation system

2015-2018   **MOZZA2GO – LOS ANGELES, CA**
Shift Lead/Expeditor

- Memorized Italian food and wine menus and provided knowledgeable descriptions
- Handled large catering orders, communicated with Chef and guests every step of the way
- Ensured accuracy of orders before being sent out
- Kept track of and maintained retail/ collateral inventory on a monthly basis
- Responsible for ordering retail and food service items on a weekly basis
- Trained new employees
- Dealt with customer issues and provided resolutions
- Responsible for visual merchandising of retail space
- Handled phone orders, walk-ins and online orders (UberEats, Postmates, Caviar, ChowNow, Eat24)
- Became proficient in Micros POS system

2015-2016   **BLD - LOS ANGELES, CA**
Server

- Provided friendly and inviting customer service
- Provided efficient service and turned tables quickly during peak times
- Took orders, prepared coffee beverages, scooped ice cream
- Cleared and reset tables in a timely manner
- Maintained health department standards in kitchen and bar areas
- Maintained communication with management on daily activities
- Daily close out/ cash handling

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

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

A 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

D Scullery

E Queen Mary

A Chaffing Dish

G French Passing

B Russian Service

F Corkscrew

C 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

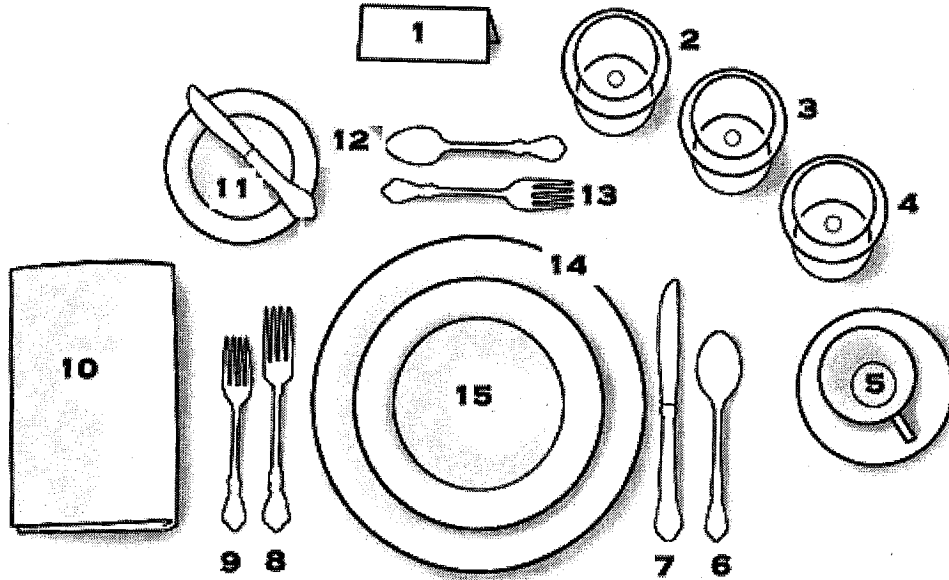G. Style of dining in which the courses come out one at a time

Name Nathalie Urbina

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	Teaspoon	3	Wine Glass (Red)
13	Dessert Fork	9	Salad Fork
6	Soup Spoon	14	Service Plate
15	Salad Plate	4	Wine Glass (White)
2	Water Glass		

Fill in the Blank

1. The utensils are placed ___1___ ~~8-10~~ ___ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar / creamers .
3. Synchronized service is when: Dishes are served/removed by multiple servers in sychronicity
4. What is generally indicated on the name placard other than the name? title
5. The Protein on a plate is typically served at what hour on the clock? 5th 8th 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
   Check in with and inform Kitchen/Expeditor