



WILLIAM MAGAÑA

HIGHLY EFFICIENT IN BARTENDING
AND SERVING WHILE HAVING GREAT
COSTUMER SERVICE.

PROFILE

Extremely motivated to constantly
develop my skills and grow
professionally. I am confident in my
ability to costumer service and giving a
charming attention to my guest.

SKILLS

- Exceptional communication and networking skills
- Successful working in a team environment, as well as
independently
- The ability to work under pressure and multi-task
- The ability to follow instructions and deliver quality results

CONTACT

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California

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EDUCATION

University of Sinaloa
International business 2008.
Sinaloa méxico

Institute of arts and scenography
Grade in arts scenically 2010
Sinaloa Mexico

MM studio Méxicoa Acting
Mexico City 2012

WORK EXPERIENCE

GUELAGUETZA RESTAURANT BARTENDER
JUN 2013 TO DECEMBER 2018

- Recorder costumer orders and repeated them back in a clear
understandable manner
- Prepared and served beverages.
- Resolve guest complains promptly and professionally

SUNSET TOWER HOTEL SERVER
MARCH 2019 ACTUAL JOB

- Prepare dinning room for reservations and personalized service.
- Taking care of my section making sure every table and every
guest is getting the best service ever.
- Promptly communication with my busboys, kitchen team and
managers to bring the quality expected for the guest.



**THE SERVICE
COMPANIES**

SERVICE. ABOVE ALL

Name William Magana

Servers Test

Score 21 / 35

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
- C 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
- C 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>E</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>D</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>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 |



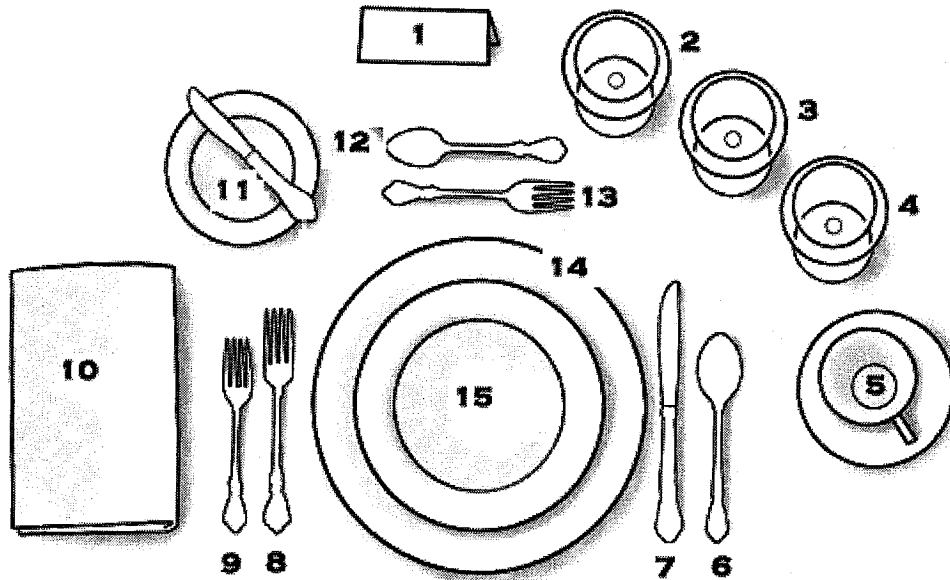
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Match the Number to the Correct Vocabulary

<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 3 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar - Cream or Milk.
- Synchronized service is when: Bring everything by the correct time.
- What is generally indicated on the name placard other than the name? Position
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Go back into the kitchen and ask for recommendations, or specials.