

ELLEN JONSSON

901 South Broadway, Los Angeles, CA 90015, (323) 561-0059, ellen-jonsson@outlook.com

PROFESSIONAL SUMMARY

As a 33-year old hospitality professional, I'm driven by great work ethic, loyalty, and passion. I have a broad skill set in the restaurant industry (including 3 years in management) as well as great achievements in sales and marketing. I can contribute by providing my rewarding knowledge to improve the overall organization, build better teamwork, and create a fantastic guest experience.

SKILLS

- Effective time management
- Innovative and bright
- Multi-tasking
- Organized and efficient
- Strong communication skills
- POS system knowledge
- Top organizational skills
- Fine Dining
- Excellent leadership ability

EXPERIENCE

Restaurant Manager

October 2019 - Current

Conservatory | West Hollywood, CA

- Created the work schedule for the restaurant staff.
- Designed a new way to accommodate private parties and special events.
- Elevated the guest experience by spending time focusing on top quality food, service and a pleasing atmosphere.
- Led a restaurant to see increases in sales by committing to food quality, top service and effective promotion.

Nightlife Manager

August 2019 - October 2019

Clifton's Republic | Los Angeles, CA

- Improved, and built guest relations.
- Managed banks, and administrative tasks at the end of each shift.
- Trained and coached staff, to ensure great quality, and customer satisfaction.

Server

September 2014 - January 2016

La Grenouille | Stockholm, Sweden

- Ensured high quality service in a fast paced environment.
- Worked up to 15-hour shifts, while maintaining a happy smile, and a genuine workers spirit.
- Delivered outstanding customer service by serving food and drinks to guests.

Loan Consultant

February 2013 - August 2014

MyLoan | Stockholm, Sweden

- Developed a database of qualified leads through networking, emails, cold calls, and referrals.
- Ensured loan applications contained supporting documentation and required information.
- Managed applicants' expectations related to processing times, interest rates, and closing dates.

Floor Manager

February 2013 - September 2013

Bauer | Stockholm, Sweden

- Resolved conflict between customers, between employees, and between customers and employees.
- Controlled for inventory, pricing, merchandising, and displays.
- Completed an entire food service and training course when hired as a floor manager.

Server

June 2012 - January 2013

Grand Hôtel | Stockholm, Sweden

- Grand Hôtel | Stockholm Delivered outstanding customer service by serving food and drinks to guests.
- Memorized an extensive menu of over 50 food items, and 100 drinks and all ingredients.
- Practiced safe food handling procedures by washing hands regularly and using gloves when preparing salads or desserts.

Event Supervisor

June 2011 - November 2011

Merivale | Sydney, NSW

- Effectively handled the decorative arrangements for events, including attractive stage setups, lighting, food, decorations and sound systems.
- Served multiple customers simultaneously in a stressful environment.
- Evaluated the customers' needs and provided service options to meet their requirements.

Promotional Representative

June 2011 - February 2012

Marc Edward Agency | Sydney, NSW

- Assisted clients in understanding their available options and helped them select the right service plans for their needs.
- Emphasized the specific product features that would stand out to customers, showing them product limitations and capabilities.

Server

December 2009 - December 2010

Mornington Hotel | Stockholm

- Accurately completed cash register transactions.
- Elevated the guest experience by spending time focusing on top quality food, service and a pleasing atmosphere.
- Encouraged a positive work environment by advocating open communication and respect.

Floor Manager

February 2008 - August 2009

Vapiano | Stockholm, Sweden

- Managed 5 departments with a total of 75 employees.
- Resolved conflict between customers, between employees, and between customers and employees.

- Responsible for inventory, pricing, merchandising, and displays.
- Developed plan to increase sales and saw a 8% weekly increase after 2 months..

Server

June 2006 - February 2008

Jensens Steakhouse | Stockholm

- Delivered outstanding customer service by serving food and drinks to guests.
- Helped resolve guest problems by remaining positive, friendly and respectful.

Server

March 2004 - June 2006

TGI Fridays | Stockholm

- Used the point of sale, or POS, system to place orders and print checks.
- Memorized an extensive menu of over 70 food items, and all ingredients.

EDUCATION

Associates Degree

June 2019

Santa Monica College, Santa Monica, CA

Associates Degree in Theatre Arts, with focus on screenwriting, and stage management.

CERTIFICATIONS

Certificate - Communicative, and presentational skills (English)

Ellen Jonsson

References:

Justin Olson - Assistant General Manger (former) Conservatory
(310) 990-1802

Vinnie Meza - Floor Manager/Bar Manager (current) Conservatory
(310) 801-9302
vinniejmeza@gmail.com

Allan Nyser - Floor Manager (current) Conservatory
(860) 630-0009
allannyser@icloud.com
allannyser@aol.com



THE SERVICE COMPANIES

SERVICE. ABOVE ALL

Dishwasher Test

Score 9 / 10

90%
-1

- C 1) After washing your hands, which item should be used to dry them?
- a) Clean apron
 - b) Sanitized wiping cloth
 - c) Single use paper towel
 - d) Common used cloth
- C 2) While washing dishes by hand, which item should you wear?
- a) Cutting glove
 - b) Oven Mitt
 - c) Rubber glove
 - d) Nothing
- D 3) When should you wash your hands?
- a) Before you start work
 - b) After handling non-food items (garbage, money, cleaning chemicals)
 - c) After using the restroom
 - d) All of the above
- B 4) If you need to move a heavy load, you should PULL and not PUSH the object.
- a) True
 - b) False
- E 5) Which of the following could you be at risk for getting burned from?
- a) Steam from boiling pots
 - b) Hot liquids (coffee, soup, tea)
 - c) Hot equipment (ovens, pots, chaffing dishes)
 - d) Harsh chemicals
 - e) All of the above
- A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
- a) True
 - b) False
- C 7) What should you do if you spill liquids or see a liquid spill?
- a) Leave it for someone else to clean-up
 - b) Wait until the end of your shift to clean it
 - c) Flag the spill and clean it immediately
 - d) Not sure
- C 8) When handling hot items you should?
- a) Wear rubber gloves
 - b) No need to wear anything
 - c) Use an oven mitt or dry cloth towel
 - d) Nothing
- C 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?
- a) Rinsing
 - b) Scraping
 - c) Washing
 - d) Sanitizing
- C 10) What is the proper method for cleaning and sanitizing stationary equipment?
- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
 - b) Spray with a sanitizing solution, then rinse with clean water and dry
 - c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
 - d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution



THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name Betty Ellen Jonsson

Servers Test

Score 34 35

Multiple Choice

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

European standard is from right side with right hand, but most American upscale standards implements left hand from left side.

91%

Match the Correct Vocabulary

D Scullery

E Queen Mary

A Chaffing Dish

B French Passing

G 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



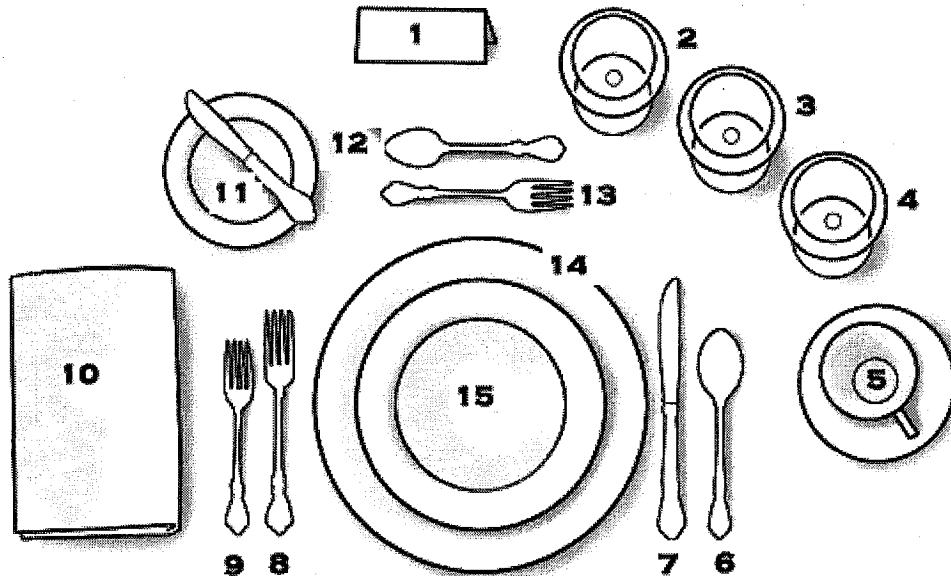
**THE SERVICE
COMPANIES**

SERVICE. ABOVE ALL

Name Betty Ellen Jonsson

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

- 10 Napkin
11 Bread Plate and Knife
1 Name Place Card
12 Teaspoon
13 Dessert Fork
6 Soup Spoon
5 Salad Plate
14 Water Glass

- 8 Dinner Fork
3 Tea or Coffee Cup and Saucer
7 Dinner Knife
2-3 Wine Glass (Red)
9 Salad Fork
14 Service Plate
3-4 Wine Glass (White)

Fill in the Blank

- The utensils are placed 7 inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Milk and sugar (sweet & low)
- Synchronized service is when: every meal is being served simultaneously
- What is generally indicated on the name placard other than the name? Name of person (at one table)
- 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 kitchen. Any dietary restricted meals is often served before everyone else, preferably simultaneously.



- C 1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew? 3
80%
- a) 20 minutes
 - b) 30 minutes
 - c) 60 minutes
- B 2) What are the basic ingredients of a Latte?
- a) Milk, Espresso, Whipped Cream
 - b) Espresso, Steamed Milk
 - c) Water, Espresso, and Foam
- A 3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?
- a) 2 minutes
 - b) 4 minutes
 - c) 5 minutes
- A 4) When steaming milk for a beverage, what temperature should you steam the milk to?
- a) 150-160 degrees
 - b) 190-200 degrees
 - c) 120-130 degrees
- C 5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?
- a) 8 seconds
 - b) 20 seconds
 - c) 10 seconds
- B/C 6) What do you do if a customer says their latte does not taste like there is espresso in it?
- a) Tell them you made the drink according to the recipe so it should be fine
 - b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
 - c) Apologize to the customer and remake their drink according to standards
 - d) Walk away and have another barista remake their drink
- B 7) You can re-steam milk _____?
- a) Only Once
 - b) Never
 - c) Sometimes
 - d) Always
- C 8) What is the proper ratio of coffee grounds to water?
- a) 2 Tablespoons coffee to 6oz water
 - b) 2 Tablespoons coffee to 8oz water
 - c) 1 Tablespoon coffee to 6oz water
 - d) 2 Teaspoons coffee to 8oz water
- C 9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?
- a) Make their drink with regular milk and hope they do not notice
 - b) Apologize and ask the customer to come back tomorrow
 - c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
 - d) Inform your manager we are out of soy



THE SERVICE COMPANIES

SERVICE. ABOVE ALL

Barista Test

Score / 15

A

10) Decaffeinated coffee is 100% caffeine free?

- a) True
- b) False

C

11) What are the basic ingredients in a cappuccino?

- a) Coffee, Milk, Foam
- b) Espresso, Foam
- c) Espresso, Steamed Milk, Foam
- d) Espresso, Cream, Foam

A

12) What is a café au lait?

- a) Coffee, Steamed Milk
- b) Coffee, Cold Milk
- c) Coffee, Cream, Sugar
- d) Espresso, Cold Milk

A

13) What does "half caf" mean?

- a) Half cream and half regular milk
- b) Half as much coffee as normal
- c) Half regular and half decaf coffee

C

A

14) What does it mean when a customer requests their cappuccino "dry"?

- a) Less milk and more foam
- b) No milk and lots of foam
- c) Extra foam
- d) No foam and no milk

B

15) What is an Americano?

- a) Regular drip coffee
- b) Espresso with water
- c) Coffee with cream
- d) Iced coffee