

Jondra Oliva

Customer service

Simi Valley, CA 93063

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Work Experience

Associate

Panera Bread - Simi Valley, CA

February 2019 to October 2019

Customer service

Giuseppe's Express - Pismo Beach, CA

August 2018 to February 2019

Delivery driver

Server

Black Bear Diner - Santa Maria, CA

May 2018 to January 2019

- Busser
- Hostess

Server

Figueroa Mountain Brewing co - Arroyo Grande, CA

June 2015 to April 2018

- Busser
- Food runner
- Server
- Food Expeditor

Customer service

Ice-O-Plex - Simi Valley, CA

December 2013 to February 2015

- Skate rentals
- Skate guard

Education

General Studies

Ivy Tech Charter School

2013 to 2015

General Studies

Santa Susana High School

2011 to 2013

Skills

- CUSTOMER SERVICE (6 years)
- RECEPTIONIST (1 year)
- RETAIL SALES (1 year)

Additional Information

Skills Summary

I have 6 years customer service experience, and am looking to further my experience in any way I can. I'm very outgoing, I always serve you with a smile, and very rarely have a customer leave unsatisfied.



Multiple Choice

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

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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

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

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

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

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

A. Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

B. 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)

C. Chaffing Dish

C. Used to hold a large tray on the dining floor

D. French Passing

D. Area for dirty dishware and glasses

E. Russian Service

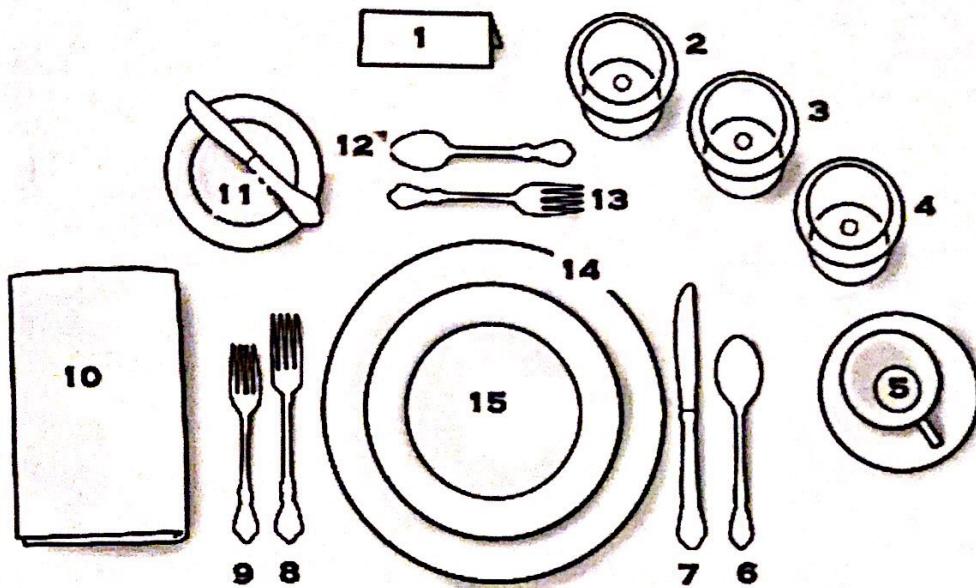
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F. Corkscrew

F. Used to open bottles of wine

G. Tray Jack

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



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>1</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>2</u>	Wine Glass (Red)
<u>B-9</u>	Dessert Fork	<u>4</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

1. The utensils are placed 1 2" inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar, Cream.
3. Synchronized service is when: I'm not sure....
4. What is generally indicated on the name placard other than the name? Cabries.
5. The Protein on a plate is typically served at what hour on the clock? 6.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
go to the kitchen, and ask for the specialty dinner.