

# **RICARDO LAIRD**

37910san Carlos way Palmdale, CA | 8187921979 | Ricardo.laird@yahoo.com

12/05/2019

Dear Sir/Madam,

I'm writing to you today to apply for the position of server at The Service Company with more than 5 years of experience in the food service industry in variety of establishments, and exceptional hospitality skills to compliment this experience. I'm confident in my abilities to perform this role and become an asset to your team. I have proven my ability to manage the workflow of both front and back end of many restaurants, evidenced by my ability to consistently detail oriented earn high customer satisfaction ratings on all take-home surveys. This has been a major aspect of my success throughout my career. Furthermore, I've also gained extensive knowledge and insight into providing outstanding customer service by anticipating customer needs. I'm looking forward to discussing my application with you further.

Sincerely,

Ricardo Laird



***Resume***

**Ricardo Laird**

36857 33<sup>rd</sup> St.E

Palmdale, CA 93550

Tel: 818-792-1979

Email: [ricardo.laird@yahoo.com](mailto:ricardo.laird@yahoo.com)

---

**OBJECTIVE:**

To secure a position with a stable and profitable organization, where I can be a member of a team and utilize my business experience to the fullest.

**EXPERIENCE:**

Marriott's Barony Beach Club  
Hilton Head, SC  
USA

***Apr, 2018-Sep, 2018***

***Waiter***

Melia Braco Village  
Rio Bueno  
Trelawny  
Jamaica

***Dec 2015-Mar, 2018***

***Waiter***

Mediterranean Shipping Company (M.S.C)

***Sep, 2013 Apr, 2014***

***Waiter***

Sandals Grande Ocho Rios,  
Ocho Rios.  
St. Ann.  
Jamaica

***Dec, 2010- Aug, 2013***

***Waiter***

**QUALIFICATIONS:**

S.S.C.

English

Social Studies

Mathematics





**THE SERVICE  
COMPANIES**

SERVICE. ABOVE ALL

Name Ricardo Laib

## Servers Test

Score 32/35

### 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
- 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 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

3 35

91%

100%

### Match the Correct Vocabulary

D Scullery

Queen Mary

A Chaffing Dish

B French Passing

C Russian Service

F Corkscrew

E 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



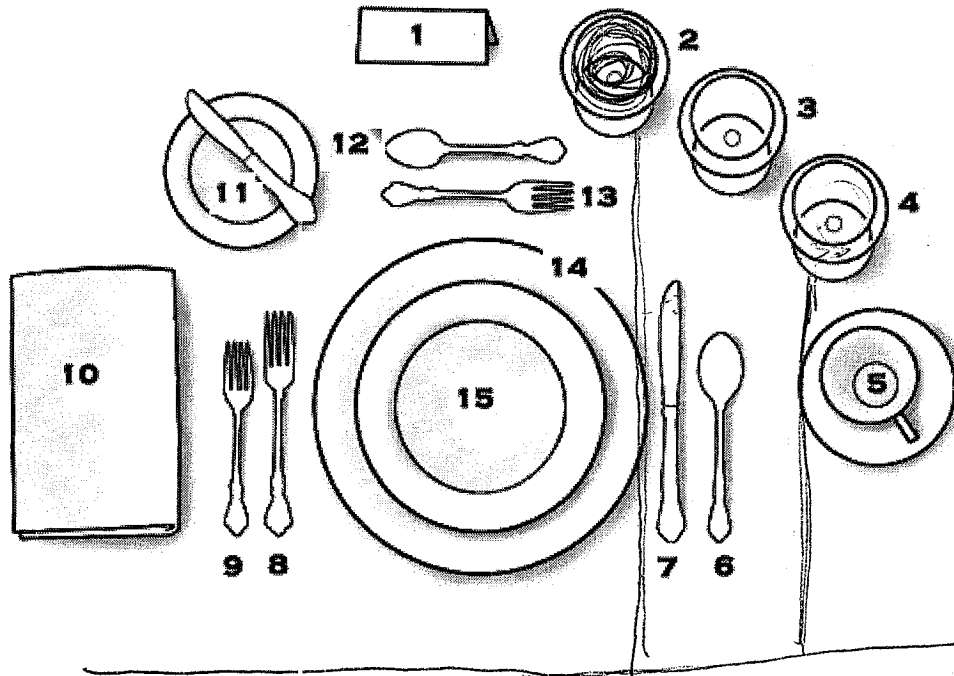
**THE SERVICE  
COMPANIES**

SERVICE. ABOVE ALL

Name Ricardo Larró

## Servers Test

Score / 35



### 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 ONE inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream Sugar
- Synchronized service is when: All food place on table sometime.
- What is generally indicated on the name placard other than the name? Table Number
- 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?  
Talk with the supervisor immediately