

AZZA AHMED

los angeles, CA

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Professional Summary

Accomplished and energetic server with a solid history of achievement in punctuality and the ability to work with a team. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include timekeeper, bussing and setup.

Skills

- English
- microblading business owner
- food handler certificate
- Arabic
- baby sitter

Experience

Serving

May 2017 - Feb 2019

Special Events Staffing Inc - Pasadena, CA

- Serve food or beverages to patrons, and prepare or serve specialty dishes at tables as required.
- Prepare tables for meals, including setting up items such as linens, silverware, and glassware.

serving

May 2017 - Feb 2019

Wolfgang Puck Catering - Los Angeles, CA

- Roll silverware, set up food stations or set up dining areas to prepare for the next shift or for large parties.
- Explain how various menu items are prepared, describing ingredients and cooking methods.

serving

May 2017 - Feb 2019

Patina Catering - Los Angeles, CA

- Set tables with clean linens, condiments, or other supplies.
- Maintain adequate supplies of items such as clean linens, silverware, glassware, dishes, or trays.
- Serve ice water, coffee, rolls, or butter to patrons.
- Carry food, dishes, trays, or silverware from kitchens or supply departments to serving counters.
- Garnish foods and position them on tables to make them visible and accessible.

serving

May 2017 - Feb 2019

StaffworkX Event Staffing - Los Angeles, CA

- Clean tables or counters after patrons have finished dining.
- Prepare hot, cold, and mixed drinks for patrons, and chill bottles of wine.
- Roll silverware, set up food stations or set up dining areas to prepare for the next shift or for large parties.

- Prepare tables for meals, including setting up items such as linens, silverware, and glassware.
- Stock service areas with supplies such as coffee, food, tableware, and linens.
- Remove dishes and glasses from tables or counters, take them to kitchen for cleaning.
- Bring wine selections to tables with appropriate glasses, and pour the wines for customers.
- Fill salt, pepper, sugar, cream, condiment, and napkin containers.
- Garnish and decorate dishes in preparation for serving.

serving

May 2017 - Feb 2019

the martini shop - los angeles, CA

- Describe and recommend wines to customers.
- Garnish and decorate dishes in preparation for serving.
- Fill salt, pepper, sugar, cream, condiment, and napkin containers.
- Bring wine selections to tables with appropriate glasses, and pour the wines for customers.
- Remove dishes and glasses from tables or counters, take them to kitchen for cleaning.
- Prepare tables for meals, including setting up items such as linens, silverware, and glassware.
- Roll silverware, set up food stations or set up dining areas to prepare for the next shift or for large parties.
- Clean tables or counters after patrons have finished dining.
- Serve food or beverages to patrons, and prepare or serve specialty dishes at tables as required.

front desk receptionist

Jun 2018 - Sep 2018

Wax Candy - Los Angeles, CA

- Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments.
- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Receive payment and record receipts for services.
- Hear and resolve complaints from customers or the public.
- Schedule appointments and maintain and update appointment calendars.
- Collect, sort, distribute, or prepare mail, messages, or courier deliveries.
- Perform duties, such as taking care of plants or straightening magazines to maintain lobby or reception area.

front desk customer service

Mar 2016 - May 2017

Dillard's - Coralville, IA

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Answer customers' questions about products, prices, availability, or credit terms.

cashier

Mar 2015 - Apr 2016

Sally Beauty - Iowa City, IA

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Count money and audit money drawers.
- Answer customers' questions, and provide information on procedures or policies.
- Process merchandise returns and exchanges.

- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Stock shelves, and mark prices on shelves and items.

front desk security receptionist

Jun 2015 - Jan 2016

Procter & Gamble Co - Iowa City, IA

monitored cameras, answered phone calls, booked appointments, checked guest in.

sales associate

Dec 2013 - Aug 2014

Forever 21 - Coralville, IA

organized new stock, helped customers find items, worked one on one with training new employees, reported stocks on computer as well cashiered. Recorded store inventory. Voted Employee of the month

sales associate

May 2012 - Jul 2012

Cellairis - Coralville, IA

- Count money and audit money drawers.
- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- meet tails sales goals by greeting and finding cell phone accessories
- weekly shipment and stock

Education

Associate of Arts

Kirkwood Community College: Iowa City Campus - Iowa City, IA



THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name _____

Servers Test

Score 26 / 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
- _____ 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
- 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

Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | <u>B</u> 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 | <u>C</u> Used to hold a large tray on the dining floor |
| <u>G</u> French Passing | <u>D</u> Area for dirty dishware and glasses |
| <u>B</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | <u>F</u> Used to open bottles of wine |
| <u>C</u> Tray Jack | <u>G</u> Style of dining in which the courses come out one at a time |



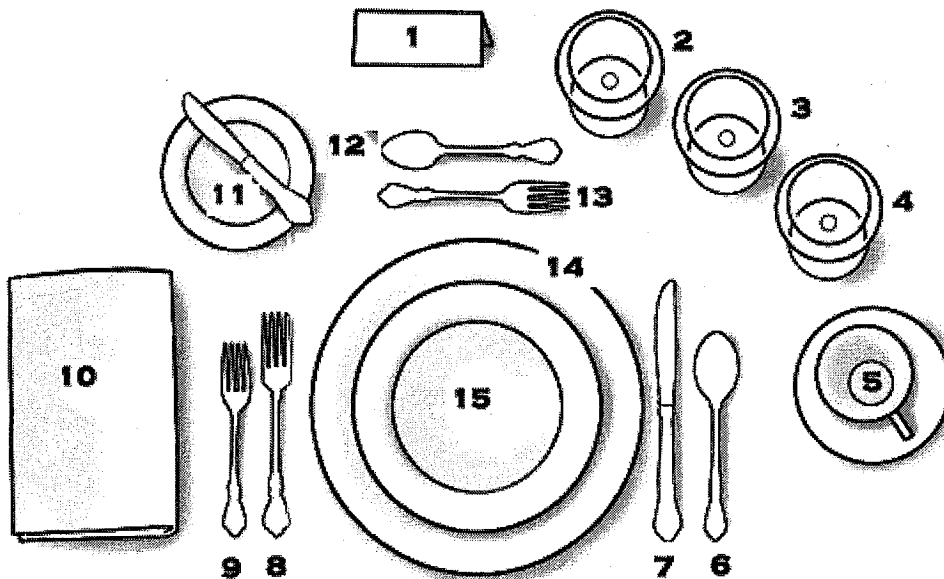
THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name _____

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 (1) 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar & Cream
- Synchronized service is when: Servers place entrees at the same time
- What is generally indicated on the name placard other than the name? Entrees Served
- 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 chef right away