



**Tonya Butler** \* 213-446-1824 \* Totalopulence8@gmail.com

I'm committed and passionate. I love to excel in projects that I believe in. I expect the best from myself and others. I am flexible, reliable and I enjoy working with people and communicating with others.

**Sweet Green** - Organic Fast food

Olo Captain

MAY 2017 - PRESENT (2.6 years) LOS ANGELES, CA

- \* Wash, cut and prepare organic local farm fruits and vegetables to be used in on the spot freshly made salads, teas and frescas.
- \* Ensuring that every salad that is ordered for delivery is correct and made to order.
- \* Communicating with the team to make sure all deliveries are prepared on time and has met the ethos standard.
- \* Overseeing waste.
- \* Managing Proper prep quantities.

**Beach Nation** - Restaurant

Supervisor

FEB 2015 - JUL 2016 (A YEAR) WEST HOLLYWOOD, CA

- \* Promoted within three months of being hired.
- \* Duties included resolving and responding to customer complaints.
- \* Observing and evaluating employees and work procedures to ensure quality of service.
- \* Assigned duties and responsibilities to employees.
- \* Handled cash deposits and payroll.



- \* Compiled and balanced cash receipts.

### **Hard Rock Cafe - Restaurant**

Server

JUN 2013 - JUL 2014 (A YEAR) NORTH HOLLYWOOD, CA

North Hollywood at Universal, CA

- \* Provided knowledge of menu including specials and beverages while operating in a high volume and energetic environment.
- \* Up-selling on merchandise.
- \* Attention to detail and customer needs.

### **American Airlines**

Reservations Sales Agent

OCT 2008 - DEC 2013 (5 YEARS) CARY, NC

- \* Answered high volume incoming calls.
- \* Assisted customers in their travel plans and needs.
- \* Provided scheduling, flight routes, fares and alternative options.
- \* Data entry.
- \* Multi tasking with accuracy in a timely manner resulting in excellent customer service.

### **Education**

California Institute of the Arts [1998-2000] 4 year conservatory for the arts. **Major - Acting**

University of the North Carolina School of the Arts. [1996-1997] Performing arts conservatory

Graduated.

**Diploma with a concentration in Acting**

**Recommendation upon request**





THE SERVICE  
COMPANIES

SERVICE. ABOVE ALL

Name Tonya Butler

## Servers Test

Score 31 / 35

### Multiple Choice

- 1) Food is served on what side with what hand? *Silver plated*
  - 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 ☒

### Match the Correct Vocabulary

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



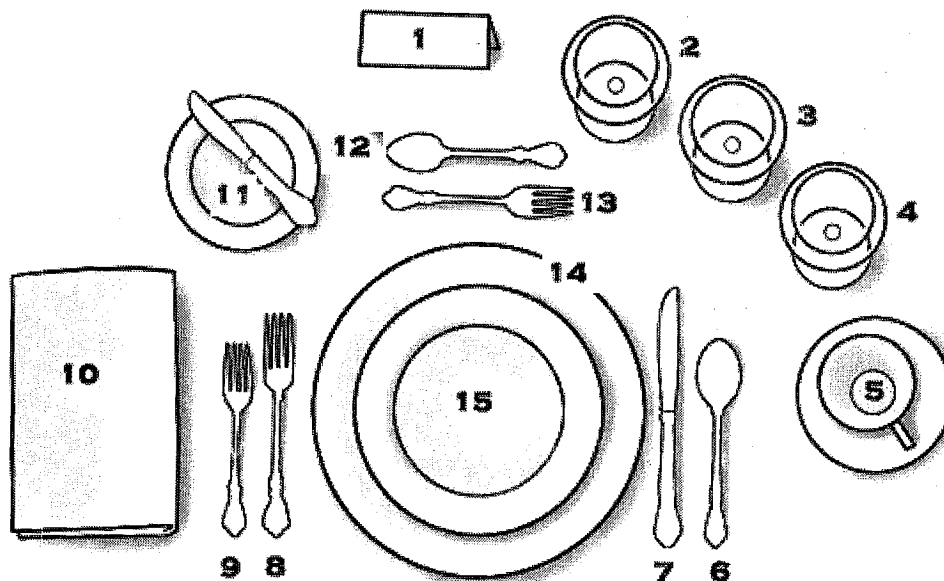
THE SERVICE  
COMPANIES

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, 3</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, 4</u>	Wine Glass (White)
<u>4, 12</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? cream & sugar
- Synchronized service is when: it's when all courses are served together <sup>1st course, then</sup> <sup>second course,</sup> <sup>then desert</sup>
- What is generally indicated on the name placard other than the name? The seat position
- 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? Let the guest know that you would be happy to get a manager to take care of that for them. <sup>The same time is given for all guests</sup>