

JOY A. KENNELLY

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Summary of Qualifications

Produced numerous events ranging from business meetings to festivals to private parties for clients & self.
Server at the Oscar & Emmy's Governor's Ball, Hollywood Foreign Press, exclusive high-profile events.

Education

Event Planning Certification
Food Service Handler Certification
TIPS Certification

Bachelor of Arts, Consumer Relations / Journalism – Seattle Pacific University, Seattle, WA

Experience

Wyndham Bel Age Hotel & Various Catering Companies

- Joan's on Third, New York Food Company, Patina, Chateau Staffing 2002-2003, 2005, 2017- 2018, 2019
- Served and/or managed premieres, mixers, high-end private parties, record-release launch parties, product launches, the Emmy's, the Oscars, wrap parties, festivals, screenings, concerts, VIP dinners, corporate meetings and conferences, and charity fundraiser events.
 - Managed day-to-day relationship between operations and clients to ensure excellent service and smooth event delivery.
 - Solicited and assisted in planning client's events while coordinating F&B activities in sales department
 - Ensured an optimal level of service, quality and hospitality to guests before, during and after events.
 - Reviewed and directed outside contractors when needed while ensuring set-up, pricing and following through met hotel and corporate quality standards to achieve customer satisfaction of demanding clients.
 - Approached all encounters with guests and team members in an attentive, friendly, courteous and service-oriented manner.
 - Know French service, Butlered and Buffet service, Action Stations, Plated Buffet Service, Plated (American) Service, Family-style (English) Service.

Freelance Digital Marketing/Copywriting/Administrative Support

Nestle, El Camino College, The Honest Company, Connexity, Hollywood Reporter, Exceptional Children's Foundation, 11 on-site restaurants and spa for Las Vegas Resort, REMAX, TechZulu, BLVDS Las Vegas Magazine, C-Suite Quarterly, Healthcare Traveler Magazine and more 2013-Present

Joie de Vivre Travel, Founder, Startup Los Angeles, California

- 2013 – 2017
- Produced travel videos, tours and content highlighting fashion, food & fun travel opportunities
 - Oversaw productivity and performance of copywriters, programmers, venues, photographers, videographers, graphic designers, interns, and staff to build numerous renditions of website and branding efforts regionally and out-of-state

The Joy Writer, Founder, PR & Digital Marketing Company Los Angeles, CA

- 2003-2013
- Award-winning Public Relations/Marketing & Event Planning for entertainment, travel, and lifestyle clients including actors, financial planner, screenwriter, directors, wedding stylist, and small businesses.
 - Successful sales, business development, public relations, social media campaigns, copywriting, and event planning which included: * Venue scouting * Contracts, negotiations and logistics with venue, performers and clients * Price comparison, sourcing and budgeting * A/V planning and execution * Managing sponsorship and artist communications * Managing all onsite activities including set-up and execution of decor and rentals and volunteer/production team coordination with problem solving ability under pressure



THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name Joy Kennedy

Servers Test

Score 33 / 35

Multiple Choice

2
(94/100)

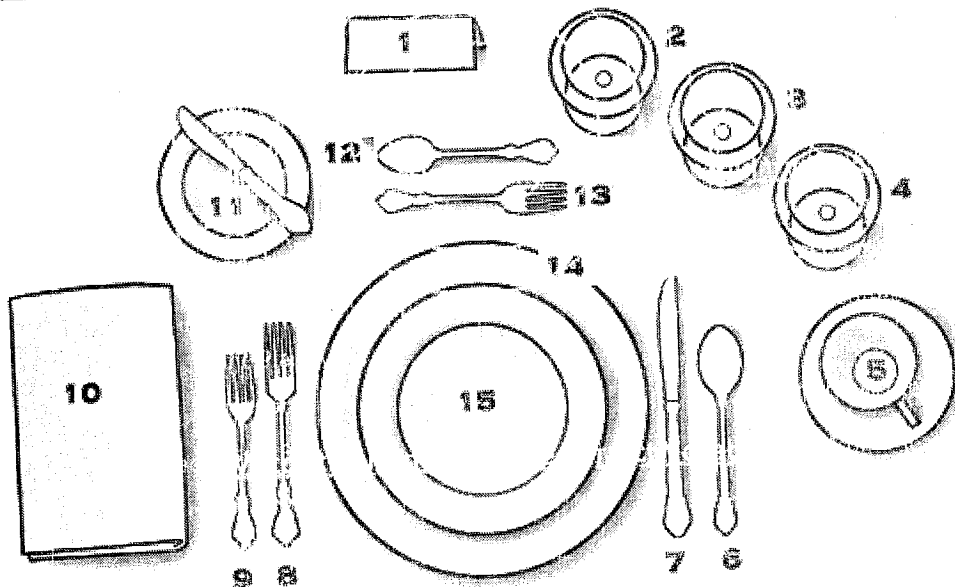
- a 1) Food is served on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- d 2) Drinks are served on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- d 3) Food and drinks are removed on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- a 4) What part of a glass should you handle at all times?
- The stem
 - The widest part of the glass
 - The top
- d 5) When you are setting a dining room how should you set up your tablecloths?
- Neatly and evenly across the tables
 - The creases should all be going in the same directions
 - The chairs should be centered and gently touching the table cloth
 - All of the above
- d 6) If you bring the wrong entrée to a guest what should you do?
- Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 - Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
 - Try to convince the guests to eat what you brought them
 - 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 |



Servers Test



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 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream, sugar
- Synchronized service is when: everyone comes out at once carrying a plate & serves attention
- 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
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

check w/ kitchen to see if it was ordered & then deliver what was requested.