

Genesis Urbina

✉ genesisurbina44@gmail.com

📞 (213)-257-4395

📍 Los Angeles, CA

WORK EXPERIENCE

— El Majahaul Salvadorian Cuisine

06/2017 – 12/2018

Palmdale, CA

Family Owned Salvadoran Restaurant

Achievements/Tasks

- Assisted with cleaning dining area, restrooms, and preparation area
- Worked closely with restaurant staff to ensure that orders were served efficiently
- Trained incoming staff regarding restaurant's procedures and practices
- Gained immeasurable experience in multitasking, verbal communication, customer service, and conflict

Contact: Catherine Alvarez – (661)-247-3161

— Catering For You Catering Service

04/2019 – Present

Los Angeles, CA

Achievements/Tasks

- Prepared and served meal accompaniments to guest.
- Performed set up and breakdown of various stations.
- Performed other duties as assigned
- Keep work area neat and clean in accordance with all PD Department of Health Standards

Contact: Ilisa Jurie – (818)-579-3940

— Wendy Klien Housekeeper

03/2018 – Present

Brentwood, CA

Achievements/Tasks

- Maintaining cleanliness through out the house
- Prepare and serve meals with balanced nutrition, ensuring food safety for 14+ year olds nut allergy.
- Restocking grocery weekly
- Providing pet sitting services including dog walking, feeding, and yard care.

Contact: Wendy Klien – (310)-463-5665

EDUCATION

— High School Diploma Antelope Valley Learning Academy

06/2015

SKILLS

Store Merchandising

Front-End Cashier Operations

Fast Learner

Time Management

Responsible

Teamworker

Customer Service

Organized

Skill

CERTIFICATES

ServSafe California (03/2017 – Present)

Food Handler

VOLUNTEER EXPERIENCE

— Sunday school Teacher's Assistant Iglesia Evangelica Guerreros De Cristo

03/2019 – Present

Los Angeles, CA

Tasks/Achievements

- Organize and oversee Sunday school and bible study lesson.
- Developing lesson plans, Assisting with fundraising events, and leading children in educational activities

Contact: Marlene Ortega – marleneortega0185@gmail.com

LANGUAGES

Spanish

Full Professional Proficiency



THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name Genesis Urbina

Servers Test

Score 25 / 35

Multiple Choice

100%

- a 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
- d 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
- d 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

D Scullery

E Queen Mary

A Chaffing Dish

B French Passing

G Russian Service

F Corkscrew

C 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



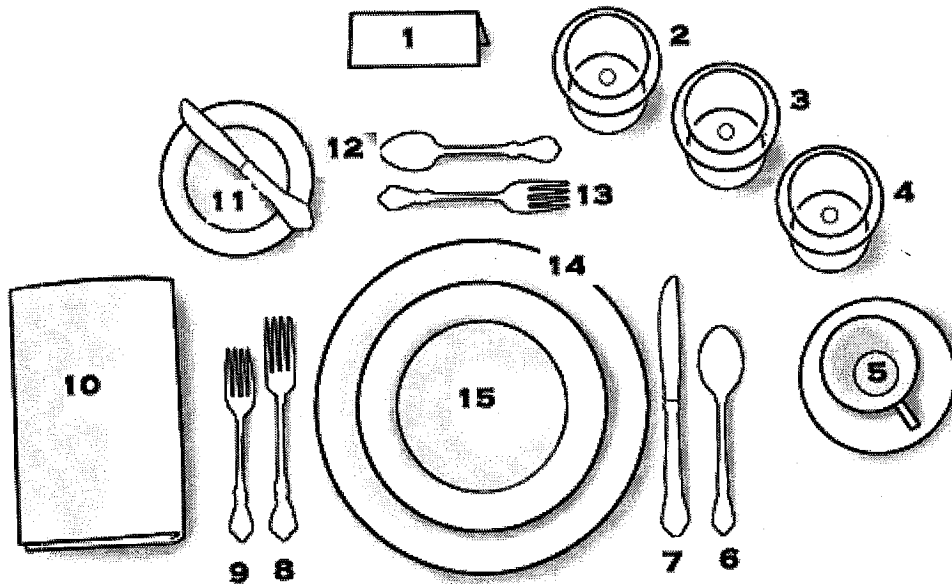
**THE SERVICE
COMPANIES**

SERVICE. ABOVE ALL

Name _____

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 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 in. inch (es) from the edge of the table.
- 1/2 Coffee and Tea service should be accompanied by what extras? sugar, honey, milk/cream
- Synchronized service is when: the same time
- What is generally indicated on the name placard other than the name? table number, 1
- 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?
Inform Kitchen immediately



THE SERVICE
COMPANIES

SERVICE. ABOVE ALL.

Nombre: Genesis Urbina

Puntuación 100% /14

Examen de Housekeeping

1. Cual de las siguientes situaciones debe usted usar guantes?
 - a) Al manipular soluciones desinfectantes
 - b) Al limpiar las zonas del baño?
 - c) Al manipular la ropa sucia?
 - d) Cuando manipule o eliminación de los residuos
 - ☒ e) Todo lo de arriba
2. Cuales de las siguientes debe limpiarse diariamente?
 - a) Sillas, lamparas, y mesas
 - b) Tableros de mesa, camas, y pasamanos
 - c) Barras de apoyo,, luces, superior de las puertas y encimeras
 - d) Pisos, fregaderos, inodoros y letrinas
 - ☒ e) Todo lo de arriba
3. Verdadero o Falso: No es necesario separar el pano para la limpieza de baños?
4. ☒ Verdadero o Falso: Quitar el polvo es mas comunmente utilizando para limpiar las paredes, techos, puertas, ventanas, y muebles.
5. Debe limpiarse a diario o semanalmente los siguientes? Circule uno.
 - a) Pisos ☒ Diario / ☒ Semanal
 - b) Inodoros and letrinas ☒ Diario / ☒ Semanal
 - c) Carpetas en habitaciones de huespedes ☒ Diario / ☒ Semanal
 - d) Carpetas en oficinas ☒ Diario / ☒ Semanal
 - e) Ropa Sucia ☒ Diario / ☒ Semanal
6. La mayor manera de limpiar el piso es:
 - a) Depuracion/fregar
 - b) Barrer en seco y quitar el polvo
 - c) Barrer, trapear y quitar el polvo
 - ☒ d) De limpieza humedo
7. Que debe hacer si se derrama el liquido o ve un derrame de liquido?
 - a) Lo deja para otra persona que lo limpie
 - b) Esperar al final de su turno para limpiarlo
 - ☒ c) Limpiarlo inmediatamente y seguir procedimientos
 - d) No muy seguro
8. El correcto procedimiento para limpiar derrames de sangre y otros fluidos corporals es?
 - ☒ a) Usando guantes, limpiar con un pano empapado en una solucion de cloro y el seguimiento con solucion desinfectante
 - b) Buscar el consergue de turno y preguntarle que el lo limpie
 - c) Buscar cualquier cosa y limpiar inmediatamente, y marcar " Riesgo Biologico"
 - d) Nada
9. Cual es el procedimientos si se llega a encontrar con chinches de cama?
Avisarle a mi supervisor de el problema, y salir me de el cuarto
10. Cual es el procedimiento si se llega encontrar con articulos perdidos?
Avisarle a mi supervisor y completar un "lost and found".
11. Describe la diferencia entre el desinfectante y solucion de limpieza?
El desinfectante mata microbios y el solution de limpieza es basicamente agua y jabon se usa para limpiar con un trapo y secar

