

Delis Perez

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Server

Skills and Qualifications

- Bilingual; fluent in Spanish and English.
- Competent and focused in fast paced environments.
- Over 5 years of serving experience in the food service industry.
- Experience and skills to perform all duties of a server, including:
 - o Communicate with customers regarding orders, comments, and complaints.
 - o Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
 - o Check patrons' identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
 - o Collect payments from customers.
 - o Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.

Experience

Caregiver

Private Client, Inglewood CA

07/2018- current

Provide in-home support for private client, including meal preparation, cleaning duties, administering medication, transporting, and scheduling doctor visits.

Server

IHOP, Los Angeles CA

05/2017-06/2018

Deliver attentive customer service; explain menu items to guests, process orders.

Server

Cheesecake Factory, Marina Del Rey CA

04/2016-05/2017

Guide guests through food and beverage menus, maintain stock, cleaning duties.

Bartender

Rock N'Brew, Los Angeles CA

10/2013-11/2015

Prepare drink orders as requested by guests, supported servers, keep bar stocked and tidy. **Bartender/Server** **Agua Caliente Casino,**
Palm Springs CA **06/2009-09/2013**

Tend to multiple bars in casino and provide guest support during large scale events.

Education

Cooper Mountain College
progress
General Studies

Joshua Tree, CA in

Hillcrest High School
graduated 1998
High School Diploma

Inglewood, CA



**THE SERVICE
COMPANIES**

SERVICE. ABOVE ALL

Name Delis Perez

Servers Test

Score 29 / 35

Multiple Choice

60 (83%)

- 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
- B 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
- B 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
- B 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 dinning 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

- ☒ Metal buffet device used to keep food warm by heating it over warmed water
- ☒ 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)
- ☒ Used to hold a large tray on the dining floor
- ☒ Area for dirty dishware and glasses
- ☒ Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- ☒ Used to open bottles of wine
- ☒ Style of dining in which the courses come out one at a time



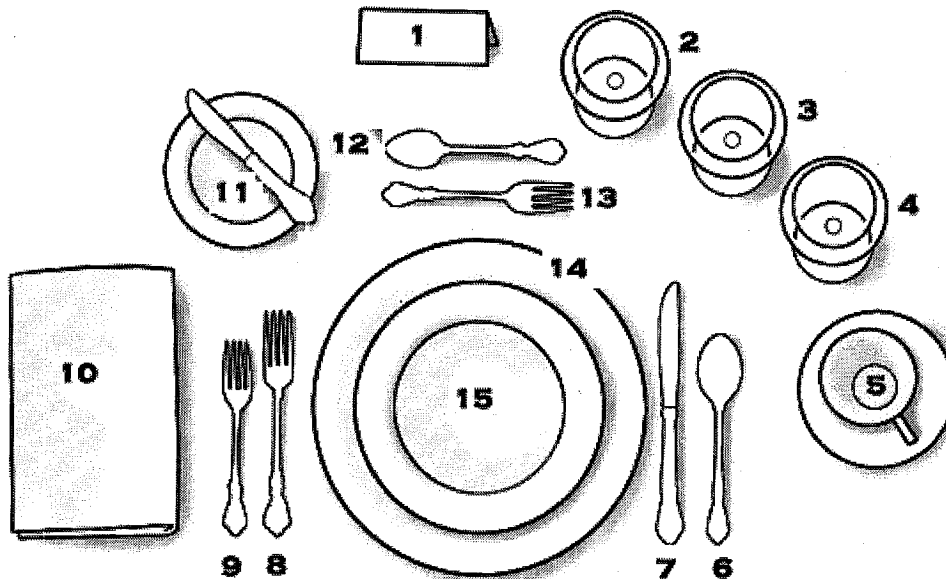
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Match the Number to the Correct Vocabulary

- | | | | |
|------------|-----------------------|-------------|------------------------------|
| <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>B 8</u> | Dessert Fork | <u>9 13</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 about 7-8 (1) inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar & creamer
- Synchronized service is when: When multiple servers, serve the guest individually
- What is generally indicated on the name placard other than the name? A specific title
- 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?
Report it to the Kitchen staff