

Ryan James Culbertson

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HIGHLIGHTS

- Experience collaborating with personnel in a restaurant environment
- Previous cash management experience in customer relations
- Able to multitask as needed under a high volume work load
- Proficient with Microsoft Works, Office, Google, Adobe Photoshop type 45 WPM
- Languages - American Sign Language
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EDUCATION

Cal Lutheran University Thousand Oaks, CA

Bachelor of Arts Degree in Fine Arts with a Minor in Psychology

EXPERIENCE

Acrobat Outsourcing 3701 Long beach , CA Jan 2012 - Present
Server

- Served large parties and VIP events, drink specialty, cocktail service
- Fine dining, home events, buffet and table service
- Handled cash and own bank

Wood Ranch 1101 Daily Dr Ventura, CA June 2009 - May 2011
Server

Ensured a pleasurable dining experience in a fast paced casual dining environment
Managed cash and all other forms of payment dealing with customer relations
Provided excellent customer service while staying in constant contact with customers

Cline and Murphy's 439 South Ave Westfield, NJ March 2008- May 2009
Catering Server

- Catered large parties and events in a fast paced fine dining environment
- Food preparation, multitasking, wine opening and back up for a full bar
- Provided a large selection of dishes for customers as well as excellent service

Applebee's Bar and Grill 4910 Telephone Rd Ventura, CA March 2006 - Feb 2008
Server

- Served customers in a fast paced dining experience
- Oversaw nightly store closing procedures
- Managed all cash and credit

ACTIVITIES

Highly involved in public relations and guest services
Mentored and tutored middle school children
Instructor in karate- first degree black belt



THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name RYAN Colbatson

Servers Test

Score 32 / 35

Multiple Choice

- d 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

3
91%

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 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 |



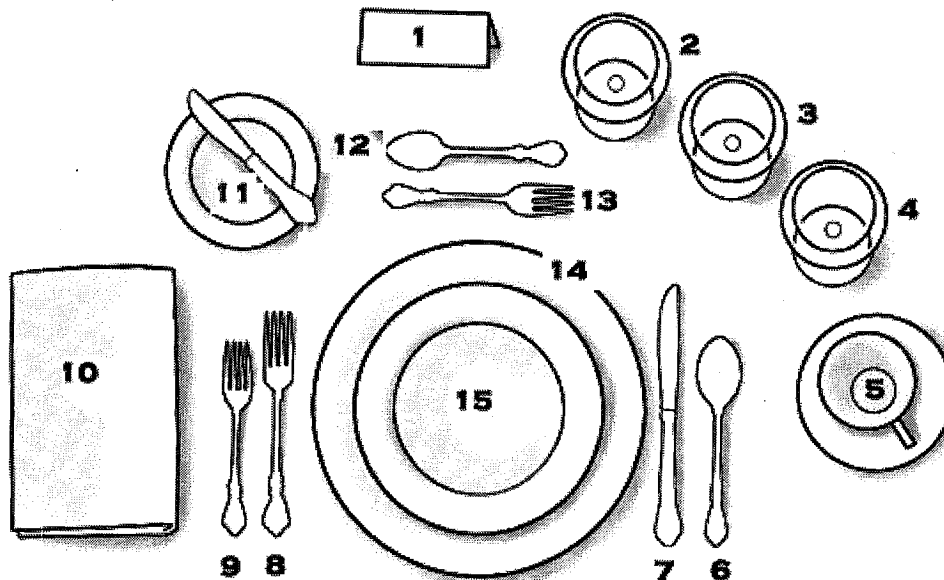
**THE SERVICE
COMPANIES**

SERVICE. ABOVE ALL

Name Ryan Colbertson

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

10 Napkin

11 Bread Plate and Knife

1 Name Place Card

12 Teaspoon

13 Dessert Fork

6 Soup Spoon

15 Salad Plate

4 Water Glass

8 Dinner Fork

5 Tea or Coffee Cup and Saucer

7 Dinner Knife

2 Wine Glass (Red)

8 Salad Fork

14 Service Plate

3 Wine Glass (White)

Fill in the Blank

- The utensils are placed 12 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream and sugar
- Synchronized service is when: everyone serves at the same time
- What is generally indicated on the name placard other than the name? what type of protein
- 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?
let the chef or expediter know