
Gustavo Martinez

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OBJECTIVE

To obtain a position as a customer service representative or hospitality industry requiring a creative and innovative approach to problem solving and fulfillment of business goals.

Customer Service, 2 years experience waiter and bartender, 19 years experience Inventory Clerk, 1 year experience.

EDUCATION

San Diego City College
Hoover High School, San Diego CA

EXPERIENCE

Busalacchi's Amadorio from 5-11 to oct 19

02/06 - 02/09	Chianti Restaurant, San Diego CA Bartender & Waiter Italian Restaurant fine dining Extensive wine list & full bar
05/04 - 02/06	Puerto La Boca Restaurant, San Diego CA Bartender Argentinean Steak House Extensive Argentinean wine list & full bar
08/99 - 04/03	Il Fornaio Ristorante, Coronado CA Waiter Northern Italian Cuisine Extensive wine and Bar List
01/96 - 07/99	Porto Fino Rest. Desert Inn Hotel, Las Vegas NV Backwaiter French Service, Fine Dining Restaurant Mediterranean and Italian Cuisine

RELATED SKILLS

- Excellent customer service
- Bilingual
- General office skills
- Computer skills
- Inventory Control
- Proven ability to work independently and as a team player
- Handles simultaneous projects
- Meets company's goals and deadlines
- CA Drivers License Class C (passenger car)

REFERENCES

Available upon request.

Name Gustavo Martinez
Score 33/35

Servers Test

Multiple Choice

- 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
- 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

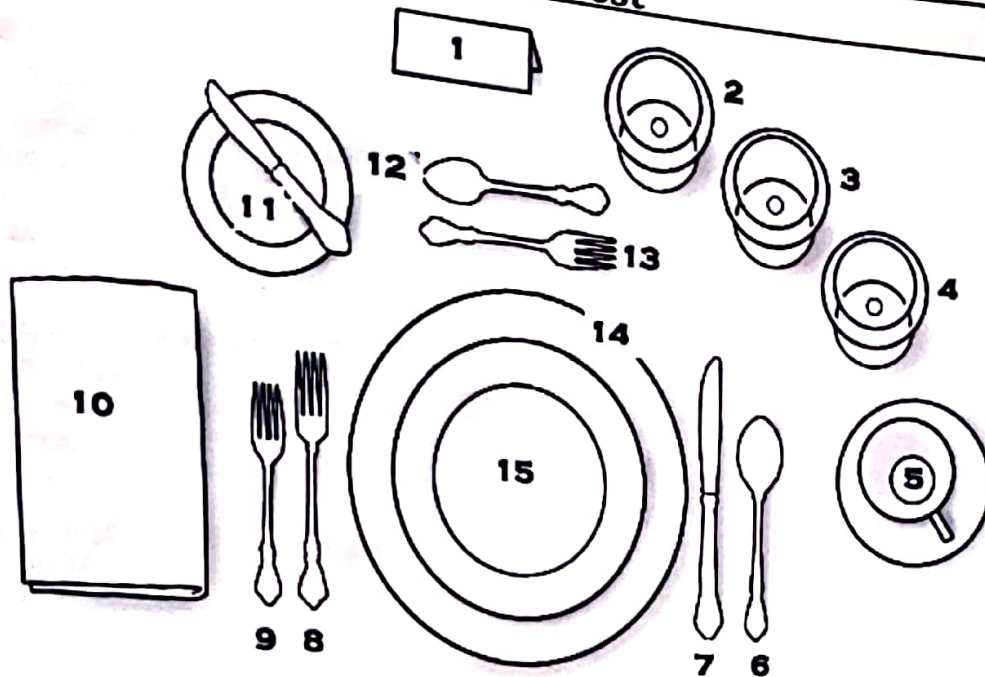
- D Scullery
K Queen Mary
A Chaffing Dish
B French Passing
G Russian Service
F Corkscrew
C Tray Jack

- 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

Servers Test

Name _____

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>12</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 one inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar Caddie cream
- Synchronized service is when: all courses come sometime, at certain hour
- What is generally indicated on the name placard other than the name? 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?
Tell chef

Bartenders Test

Score / 50

1) What is a Classic Martini garnished with?

- a) Onion
- b) Lemon Twist
- ☒ c) Olive
- d) Cherry

2) What type of liquor is in a Cuba Libre?

- a) Vodka
- ☒ b) Rum
- c) Gin
- d) Tequila

3) What type of juice is in a Screw Driver?

- a) Lemonade
- b) Cranberry Juice
- c) Grapefruit Juice
- ☒ d) Orange Juice

4) What type of juice is in a Greyhound?

- a) Lemonade
- b) Cranberry Juice
- ☒ c) Grapefruit Juice
- d) Orange Juice

5) What is in a Cape Cod?

- a) Lemonade and Gin
- ☒ b) Cranberry Juice and Vodka
- c) Grapefruit Juice and Vodka
- d) Orange Juice and Gin

6) Which of the following is not a liqueur?

- a) Amaretto
- ☒ b) Southern Comfort
- c) Triple Sec
- d) Absinthe

7) What are the six most commonly used spirits?

- a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice
- ☒ b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila
- c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel
- d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum

8) What are the ingredients in a Margarita?

- a) Rum, Cola and Lime Wedge
- ☒ b) Tequila, triple sec, Sweet & Sour, Lime Juice
- c) Tequila, Orange Juice and Grenadine
- d) Rum, Sweet & Sour and Orange Juice

9) What are the ingredients in a Cosmopolitan?

- a) Vodka, Sweet & Sour, Cranberry Juice, Lime Juice, and Triple Sec
- b) Vodka, Lime juice and Triple sec
- c) Vodka, Sweet & sour, Cranberry Juice and Splash Soda Water
- ☒ d) Vodka, Triple sec, Cranberry juice, Lime Juice

10) What are the ingredients in a Long Island?

- a) Vodka, Gin, Tequila, Triple Sec, Sweet and Sour, Cranberry Juice
- b) Vodka, Gin, Strawberry Puree, Sweet and Sour
- ☒ c) Vodka, Gin, Triple Sec, Rum, Sweet and Sour, splash of Coca Cola
- d) Gin, and splash of Dry vermouth

TEST_Bartender (rev. 2013.07.31)

Bartenders Test

Score 30 / 30

11) What are the acceptable forms of ID for Alcohol Consumption?

- a) State or Government Issued ID Card or Drivers License
- b) Passport or Passport ID Card
- c) School ID or Birth Certificate
- ☒ d) A & B
- e) A, B & C

Vocabulary

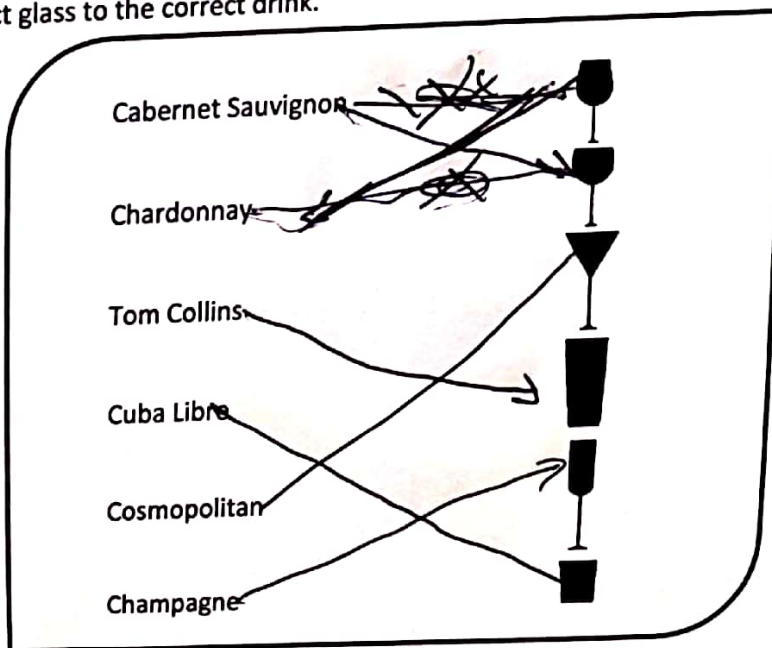
Match the word to its definition

- ☒ Wine Key
- ☒ Shaker Tin
- ☒ Pour Spouts
- ☒ Muddler
- ☒ Strainer
- ☒ Jigger
- ☒ Bar Mat

- a.) Used to crush fruits and herbs for craft cocktail making
- b.) Used with the Shaker Tin to prevent solid material from entering a cocktail
- c.) Used to open corked bottle
- d.) Attached to Liquor bottles and should be turned to point left
- e.) Used to measure the alcohol and mixer for a drink
- f.) Used to mix cocktails along with a pint glass and ice
- g.) Used on the bar top to gather spills

Glassware

Match the correct glass to the correct drink.



Fill in the Blank

Name Three Red and Three White Wine Varietals:

Answers May Vary

Swinger Blanc merlot

Malbec Chardonnay

Cabernet Sauvignon Pinot grigio