

# 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 Amore mio from 5-11 to Oct 18*

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

## 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 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

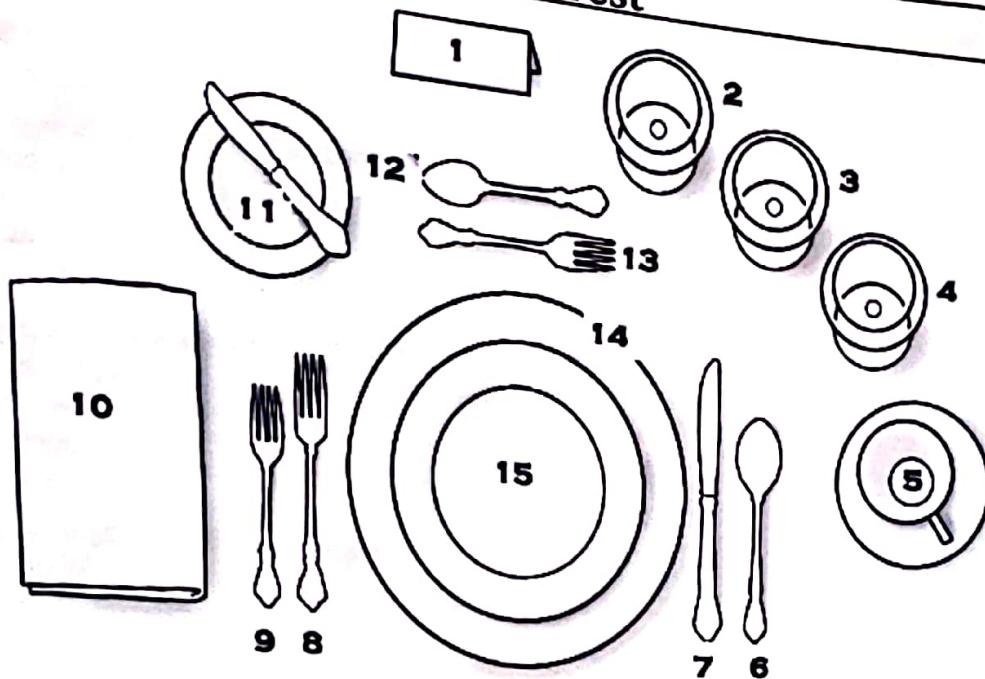
- O Scullery
- E Queen Mary
- A Chaffing Dish
- B French Passing
- G Russian Service
- P Corkscrew
- C Tray Jack

- 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

10	Napkin	8	Dinner Fork
11	Bread Plate and Knife	5	Tea or Coffee Cup and Saucer
1	Name Place Card	1	Dinner Knife
12	Teaspoon	2	Wine Glass (Red)
13	Dessert Fork	9	Salad Fork
16	Soup Spoon	14	Service Plate
15	Salad Plate	3	Wine Glass (White)
4	Water Glass		

Fill in the Blank

1. The utensils are placed one inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar, cream, creamer
3. Synchronized service is when: all courses come at same time, at certain hour
4. What is generally indicated on the name placard other than the name? Title
5. The Protein on a plate is typically served at what hour on the clock? 6 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Tell chef

## Bartenders Test

SCORE / 10

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

## Bartenders Test

Score 30 / 30

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

- State or Government Issued ID Card or Drivers License
- Passport or Passport ID Card
- School ID or Birth Certificate
- A & B
- A, B & C

### Vocabulary

Match the word to its definition

 Wine Key

 Shaker Tin

 Pour Spouts

 Muddler

 Strainer

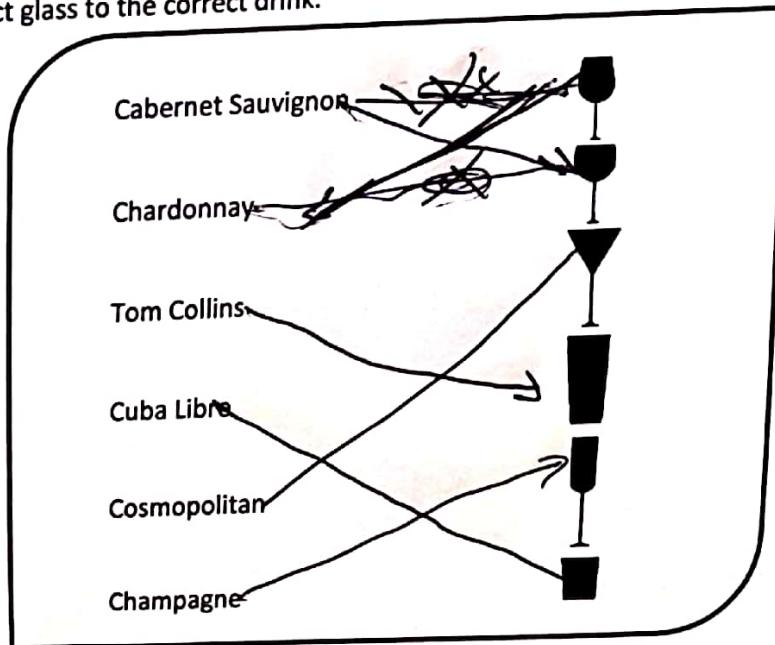
 Jigger

 Bar Mat

- Used to crush fruits and herbs for craft cocktail making
- Used with the Shaker Tin to prevent solid material from entering a cocktail
- Used to open corked bottle
- Attached to Liquor bottles and should be turned to point left
- Used to measure the alcohol and mixer for a drink
- Used to mix cocktails along with a pint glass and ice
- 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\*

Sauvignon Blanc merlot

Malbec

Chardonnay

Cabernet Sauvignon

Pinot grigio