

Rane Kawaja

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PROFESSIONAL EXPERIENCE

Career Focus

Looking to continue in the field of sales and customer service and utilize my talent in the most productive way. Stability in this career is top-priority.

2017- 2019 Exclusive Furniture Humble Tx

Sales Representative.

Helped guests find the right furniture to finance and buy. Daily quotas met.

2015-2017 Tejas Toyota Humble, Texas

I was a part of a team which saw an increase in quarterly sales for the entire company. I met a quota each month and made sure to get the highest potential value for every vehicle I sold, new or used.

New Car Sales

2012 –2015 XEROX Houston, Texas

Customer Service Rep for All State Road Side Assistance

Dispatched calls to customers in need of tows, tire changes, lockouts, jump starts, trip plans and anything else they might need assistance with. Also enrolled new clients to the Motor Club.

2011 – 2012 Tejas Toyota Humble, Texas

New Car Sales

as a part of a team which saw an increase in quarterly sales for the entire company. I met a quota each month and made sure to get the highest potential value for every vehicle I sold, new or used.

2008 – 2011 Movie Tavern Humble, Texas

Server / Bartender

I aided in the comfort of patrons of the Movie Tavern by serving food and beverages in a fast paced environment. I was depended upon to handle dual responsibilities because of my ability to do so in the most efficient manner.

2003 – 2005 AT&T Houston, Texas

Telemarketer

I convinced customers to change long distance carriers. Trained new employees of the policies and procedures and met daily quotas for new customers.

Accomplishments

2000 – 2003 Kid's Foot Locker Humble, Texas

Assistant Manager / Sales

I was the Top salesman of the district multiple times. Balanced out registers, made money deposits, conducted interviews and made schedules for employees were just a few of my responsibilities. I excelled in this fast paced environment and made customer satisfaction a top priority.

EDUCATION and TRAINING

Chester W. Nimitz1996 – 1999
.....Houston, Texas

Bartenders Test

Score / 35

Multiple Choice (6 points)

- 1) Carbonation _____ the rate of intoxication.
a) Slows down
☒ b) Speeds up
c) Does nothing to
- 2) 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
- 3) You can accept an expired ID as long as all other information is correct.
a) True
☒ b) False
- 4) If someone has had too much to drink, serving them coffee will help sober them up.
☒ a) True
b) False
- 5) 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 (as long as it lists the person's date of birth)
c) School ID or Birth Certificate
☒ d) A & B
e) A, B & C
- 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.
☒ a) True
b) False

Vocabulary (9 points)

Match the word to its definition

I "Straight Up"

F Shaker Tin

C "Neat"

A Muddler

B Strainer

E Jigger

G Bar Mat

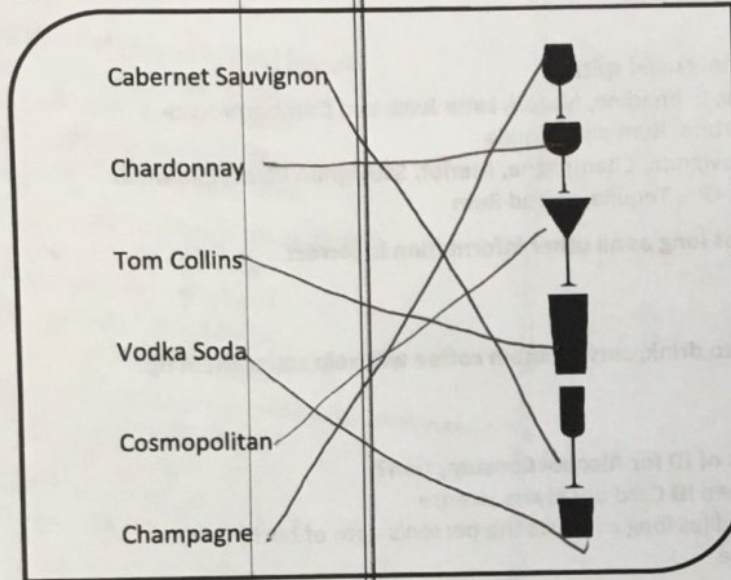
O "Float"

H "Back"

- 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 glass when poured
- c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice
- d.) To pour ½ oz of a liquor on top
- 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
- h.) Requesting a separate glass of another drink
- i.) Means to serve spirit room temperature in a rocks glass with no ice

Glassware (6 points)

Match the correct glass to the drink



Answer and Question (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points): Whisky, Rum, Tequila

What are the ingredients in a Manhattan? Boubon, Sweet vermont

What are the ingredients in a Cosmopolitan? Vodka, lime juice, cranberry

What are the ingredients in a Long Island Iced Tea? Vodka, tequila, rum, coke

What makes a margarita a "Cadillac"? Sweeter

What is simple syrup? one part sugar one part water

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)
NO. Not legal to marry the bottles

What should you do if you break a glass in the ice? Clean area and change ice from bin

When is it OK to have an alcoholic beverage while working? Never

What does it mean when a customer orders their cocktail "dirty"? No

What are the ingredients in a Margarita? Tequila, Mix

Name _____
Score / 35

Servers Test

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
- A 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
- A 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

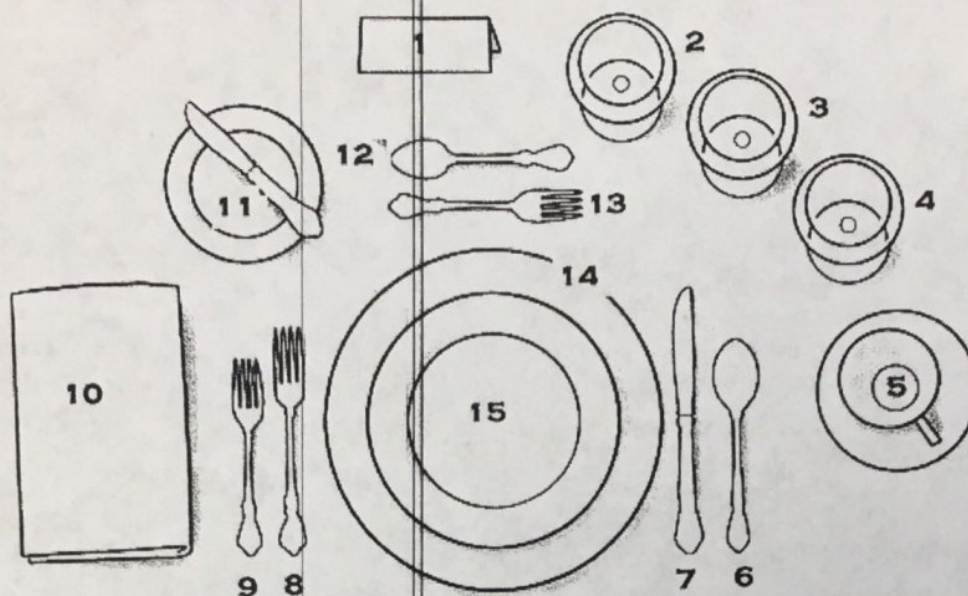
Match the Correct Vocabulary

- | | |
|--------------------------------------|---|
| <u>A</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>B</u> Queen Mary | 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>E</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>D</u> B French Passing | D. Area for dirty dishware and glasses |
| <u>G</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F. Used to open bottles of wine |
| <u>C</u> Tray Jack | G. Style of dining in which the courses come out one at a time |

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>3</u> | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| <u>6</u> | Soup Spoon | <u>15</u> | Service Plate |
| <u>14</u> | Salad Plate | <u>4</u> | Wine Glass (White) |
| <u>20</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed SIX inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, spoon
- Synchronized service is when: You serve guests one by one
- What is generally indicated on the name placard other than the name? Number
- The Protein on a plate is typically served at what hour on the clock? 15 quarter to the hour
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
ask cook if it is available