

Interview Note Sheet

General

Applicant Information								
Name: Keith Henry			Interviewer: Willie Cm					
Date: 3/4/2020			Rate of Pay: 11.00					
Position (s) Applied for: Bartender / Server			Referred by: Re Act					
Test Scores								
Server	33	135	94 %	Bartender	32	135	91 %	Seeking Full-Time Part-Time
Prep Cook	120		%	Barista	115		%	
Grill Cook	140		%	Cashier	115		%	
Dishwasher	110		%	Housekeeping	115		%	

Relevant Experience & Summary of Strengths			
Total of _____ Experience in Food Service/Hospitality			
Describe a time when you had to multitask, or work under pressure.	How would you handle a disagreement/argument with a coworker?	What do you do to go above and beyond and exceed your customer's expectations?	Notes
Mcrosen Towers	Thurs - Monday		

P.O.S. Experience: Y / N details:	
Transportation	
Certifications (if any)	
Uniforms Owned	
Bistro White	Chef Coat
Black Bistro	Chef Pants
Tuxedo	Knives
1/2 Tuxedo	Black Pants
Black Vest	Non-Slip Shoes
Long Black Tie	Bow Tie
Other:	Cut Glove
Regions Available to work	
Availability	
Recommendations	
Acrobat Academy	
Lead Academy	
Other Languages Spoken	

Keith Henry

Banquet server /Bartender/roomservic

Sacramento, CA 95832

KeithQong@gmail.com

9166041489

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Room Service Server

The Westin Hotel - Richmond, VA

June 2019 to January 2020

Provide in room fine dining service to guests

Banquet server

Hyatt Regency

April 2016 to January 2019

Setting room properly relaying birders up to 1200 people. In order to provide 5 star dinner service in a banquet setting.

Bartender

Arden Hills Resort - Sacramento, CA

2011 to 2015

Setting bar for service of parties up to 800 guest, keeping inventory of liquor used for service, collecting of revenue for services rendered, performing bar and food services in lounge.

Bartender / Room Service

Marriott Hotel - Rancho Cordova, CA

2006 to 2010

Performing 4 Star fine dining service in bar area of restaurant, and providing in room dining service as needed.

Bartender / Server

OMNI Charlotte - Charlotte, NC

2004 to 2006

Providing bar service in restaurant providing 4 Star dining service in restaurant, providing in-room dining service

staying focused and nurture an excellent guest experience.

Server / Room Service

Georgian Terrace - Atlanta, GA

2002 to 2004

Monitor guest orders and ensure that all guest orders are delivered within the quoted time,

accurately take

Guest orders by means of phone, ensure that guest name, room number, and time on order clearly registered.

Education

High school or equivalent

Skills

- Barback
- Bartending
- Mixologist
- Restaurant Server
- Waiter
- Upselling

Additional Information

Core Competencies ~

- Skilled at crafting alcoholic drinks • Knowledge of exact proportions
- Enthusiastic bartender • Interact with customers, & take orders
- Create classic and innovative drinks • Multi-tasking ability, & positive attitude
- Time management skills • Comply with all food & beverage regulations



ACROBAT OUTSOURCING
TSC GROUP

Employment Application

Acrobat Outsourcing is an equal opportunity employer dedicated to non-discrimination in all employment practices. Acrobat Outsourcing selects the best qualified individual for the job based on job-related qualifications regardless of race, age (40+), color, religion, gender, national origin, ancestry, marital status, sexual orientation, disability or any other status protected by applicable law.

Full Name Keith Henry Date: 3/28/2020
Home Telephone (916) 604-4489 Other Telephone ()
Present Address 2875 California Way Sacramento CA 95832
Permanent Address, if different from present address: _____
Email Address KeithHenry@gmail.com

Position applying for: Bar Tender / Server Salary desired: _____

Are you currently registered with any staffing and/or employment agencies? If so, please list

No

Are you applying for: Full-time work? Yes No Part-time work? Yes No

Temporary work, e.g., summer or holiday work? Yes No From: _____ To: _____

How did you find out about our open position? (Please check fill in proper name of source):

Referral Name of Referral _____ Newspaper Job Fair Agency

Company Website Other Web Posting Other Source

Could you work overtime, if necessary? Yes No If hired, on what date could you start working?

immed. in Feb/17

Please keep in mind that schedules and shifts may vary depending on position and season. Additionally, the hours may vary from week to week, depending on the company needs. Please list only the times/days you're available to work below.

<u>SPECIFY HOURS AVAILABLE</u>	<u>SUNDAY</u>	<u>MONDAY</u>	<u>TUESDAY</u>	<u>WEDNESDAY</u>	<u>THURSDAY</u>	<u>FRIDAY</u>	<u>SATURDAY</u>
AM							
PM							

Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates:

Have you ever applied to or worked for Acrobat Outsourcing before? Yes No If yes, when? N/A

Do you have friends or relatives working for Acrobat Outsourcing? Yes No If yes, please state name and relationship _____

If hired, would you have a reliable means of transportation to and from work? (public) Yes No

If hired, can you present evidence of your legal right to live and work in this country? Yes No

State age if you are under 18 _____. If you are under 18, hire is subject to verification that you are of minimum legal age to work.

Are you able to perform the essential functions of the job for which you are applying? Yes No

If no, describe the functions that cannot be performed. (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.)

Pursuant to any and all Fair Chance Ordinances, we will consider for employment qualified applicants with arrest and conviction records.

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE	DID YOU GRADUATE?
<u>Glenmont Job Corps Center</u>	<u>Glenmont New York</u>	<u>G.E.D</u>	
Do you have any special licenses, certificates or special training? If so please list under "Special".		YES	NO
Are you computer literate? If so, list software knowledge under "Special."		YES	NO
Are you proficient with Point of Sales Systems? If so please list which ones under "Special."		YES	NO
Do you have any other experience, training, qualifications or special skills, which you feel make you especially suited for work at Acrobat Outsourcing? If so, please list under "Special."		YES	NO
Special:			

List below all present and past employment starting with your most recent employer (last 10 years is sufficient). Account for unemployment periods of three months or more.

Are you currently employed? Yes No If so, may we contact your current employer? Yes No

Name and Address of Employer The Westin Richmond Hotel

Type of Business Hotel Telephone No. (804) 282-4444 Supervisor's Name John Pala

Your Position and Duties In-Room Dining
Provide Guests with Fine Dining Experience In Room

Dates of Employment: From 6/19 To 1/20

Reason for Leaving: Relocated

Name and Address of Employer The Hyatt Regency 1209 LST 95814

Type of Business Hotel Telephone No. () Supervisor's Name Sophia Flores

Your Position and Duties Banquet Bartender / Server

Dates of Employment: From 4/15 To 11/18

Reason for Leaving: Relocated

Name and Address of Employer Arden Hills Resort & Spa

Type of Business SPA Telephone No. () Supervisor's Name

Your Position and Duties Banquet Bartender / Restaurant
Bartender

Dates of Employment: From 2/11 To 2/15

Reason for Leaving: Better Position

Name and Address of Employer The Marriott Hotel (Rancho Cordova)

Type of Business Hotel Telephone No. () Supervisor's Name Neil Glass

Your Position and Duties Bartender / Server / Room Cleaning

Dates of Employment: From 6/06 To 10/2010

Reason for Leaving: Better Position

Have you ever been fired from any previous place of employment? If so, please explain: _____

Have you obtained any special skills or abilities as the result of service in the military? Yes No ✓
If so, describe: _____

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: John R. R. Telephone No. 804,282 - 4494

Address _____
Occupation: Security Guard Relationship: _____ Number of Years Acquainted: 1

Name: Amanda Stevens Telephone No. (804) 704 7585

Address _____
Occupation: Restaurant Supervisor Relationship: _____ Number of Years Acquainted: 1

Name: Ernest Holloman Telephone No. (916) 230 3319

Address _____
Occupation: Bellman Relationship: _____ Number of Years Acquainted: 20

Please Read Carefully, Initial Each Paragraph and Sign Below

I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

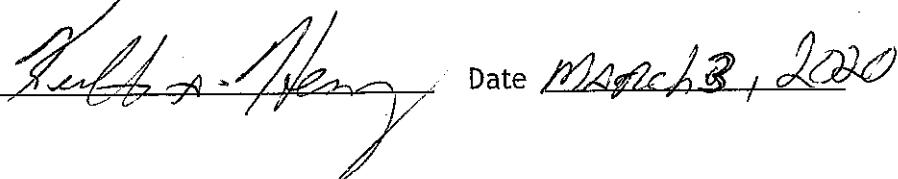
I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

I hereby acknowledge that I have read and understand the above statements.

Applicant's Signature

 Date March 3, 2020

91%

Multiple Choice (6 points)

B 1) Carbonation _____ the rate of intoxication.

- a) Slows down
- b) Speeds up
- c) Does nothing to

B 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

B 3) You can accept an expired ID as long as all other information is correct.

- a) True
- b) False

B 4) If someone has had too much to drink, serving them coffee will help sober them up.

- a) True
- b) False

D 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

B 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"

- a.) Used to crush fruits and herbs for craft cocktail making

E Shaker Tin

- b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

C "Neat"

- c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

A Muddler

- d.) To pour $\frac{1}{2}$ oz of a liquor on top

B Strainer

- e.) Used to measure the alcohol and mixer for a drink

E Jigger

- f.) Used to mix cocktails along with a pint glass and ice

G Bar Mat

- g.) Used on the bar top to gather spills

F "Float"

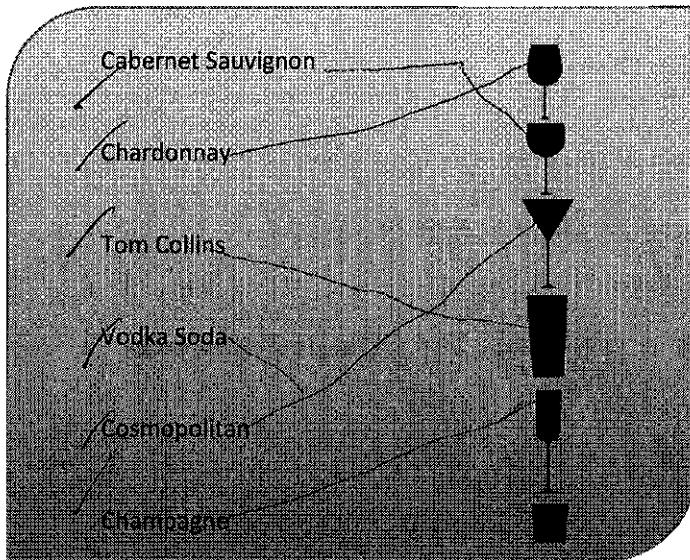
- h.) Requesting a separate glass of another drink

H "Back"

- 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): Chopin, PATRON, Belvedere

What are the ingredients in a Manhattan? Bourbon (whiskey) Sweet Vermouth

What are the ingredients in a Cosmopolitan? Citron vodka, triple sec, splash cranberry

What are the ingredients in a Long Island Iced Tea? Vodka, Tequila, gin, triple sec, Rum, Soda

What makes a margarita a "Cadillac"? Orange juice + glass margarita

What is simple syrup? SUGAR WATER

Is it legal to pour liquor from one bottle into another? What is this called? (2 points) Yes

MIXING

What should you do if you break a glass in the ice? Break the ice, clean the bin

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

What does it mean when a customer orders their cocktail "dirty"? Olive juice

What are the ingredients in a Margarita? Tequila, triple sec, lime juice, shot sour (rtdes)

Multiple Choice

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

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 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

94%

Match the Correct Vocabulary

P Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E 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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

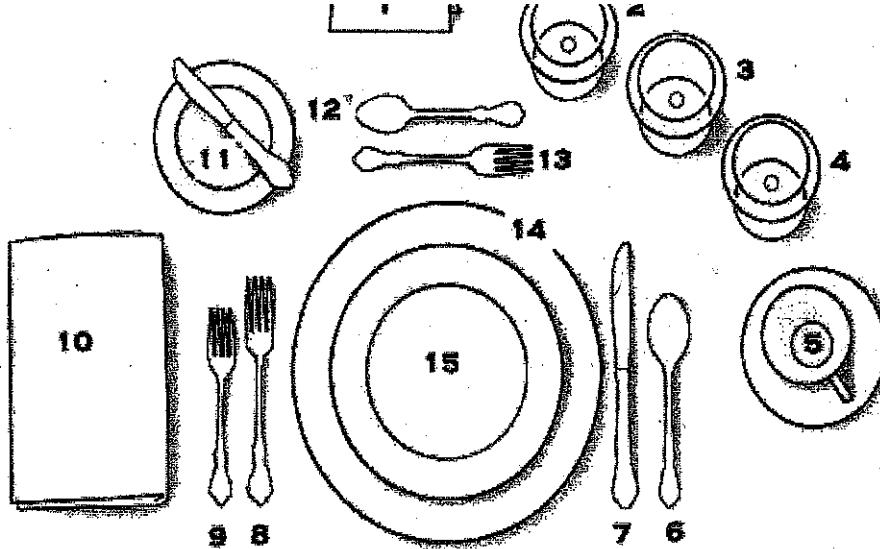
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

E Corkscrew

F. Used to open bottles of wine

C Tray Jack

G. Style of dining in which the courses come out one at a time



Score / 35

Match the Number to the
Correct Vocabulary

<u>8</u>	Dinner Fork
<u>3</u>	Tea or Coffee Cup and Saucer
<u>2</u>	Dinner Knife
<u>5</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Service-Plate
<u>12</u>	Wine Glass (White)

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

Fill in the Blank

1. The utensils are placed 3 or 4 inch (es) from the edge of the table. (Sugar)
2. Coffee and Tea service should be accompanied by what extras? Cream, Lemon, Honey
3. Synchronized service is when: All courses are served to each table at the same time
4. What is generally indicated on the name placard other than the name? Seating
5. The Protein on a plate is typically served at what hour on the clock? 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Perform the kitchen