

Alex Tyler Ruelas
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Objective:

To be part of an organization where individual efforts are rewarded with recognition and advancement.

Summary of Skills

- Extensive knowledge on the operation and maintenance of gym equipment and facilities
- Good communication and customer service skills
- Familiar with Microsoft Word Processing tools, Spreadsheet and the Internet
- Possess pleasant personality with excellent telephone etiquette
- Excellent knowledge of handling basic clerical and administrative tasks
- Familiar with basic accounting and bookkeeping procedures
- Skilled in handling multiple tasks and maintaining good relationship with members and colleagues

Experience

Make it a Double Bartending Service

Bartender

Los Angeles, CA

August 2012 – July 2016

- Responsible for providing fast, excellent service, while maintaining a fun and lively environment
- Responsible having a working knowledge of all wines and liquors on how each complimented different foods
- Made outside sales calls to local businesses to promote new and continued patronage.
- Responsible for maintenance/repair related issues, and ensured that cleanliness and safety was a top priority
- Scheduled and negotiated special events and private parties via telephone

Home Center

Telecommunications Agent

Los Angeles, CA

August 2015 – March 2016

- Cold/warm called clients in support of numerous customer accounts to sell services/merchandise
- Scheduled and negotiated appointments to set estimates for the customers
- Expertly overcame objections and secured agreements
- Developed parts of telemarketing scripts that were adopted by the department
- Assisted management with scheduling, training, and quality assurance

Lester's Roadside BBQ

Bartender/Server

Burlington, MA

August 2014 – July 2015

- Ensured that customers receive courteous service at all times
- Take orders and provide information about menu items
- Observed high levels of etiquette and was always well groomed to preserve the standards of the restaurant
- Total customers checks and accept payment in cash and credit card
- Counted and calculated money from the register at the end of the night

Walmart

Receiver

San Diego, Ca

January 2012 – October 2012

- Received and unloaded crates of merchandise from trucks delivered to our store
- Provided excellent customer service to customers on the sales floor
- Worked alongside employees meeting deadlines of merchandise to be unloaded/stocked on sales floor
- Kept a clean and safe workplace for customers and employees

Education

The Los Angeles Film School, Hollywood CA 2012 -2014

Associates in Recording Arts (Music Engineering)

GPA 3.7

References

Suzi Robbin, Chili's Restaurant Manager

(626) 808-6123

Karen Smith, Eastern Los Angeles Regional Center

Unit Secretary

(323) 528-0749

Dawn Hoes

Independent Contractor

(310) 227-7177

Multiple Choice (6 points)

- B 1) Carbonation _____ the rate of intoxication.
☒ a) Slows down
☒ b) Speeds up
c) Does nothing to
- A 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
- A 4) If someone has had too much to drink, serving them coffee will help sober them up.
☒ a) True
b) False
- E 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
- A 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)

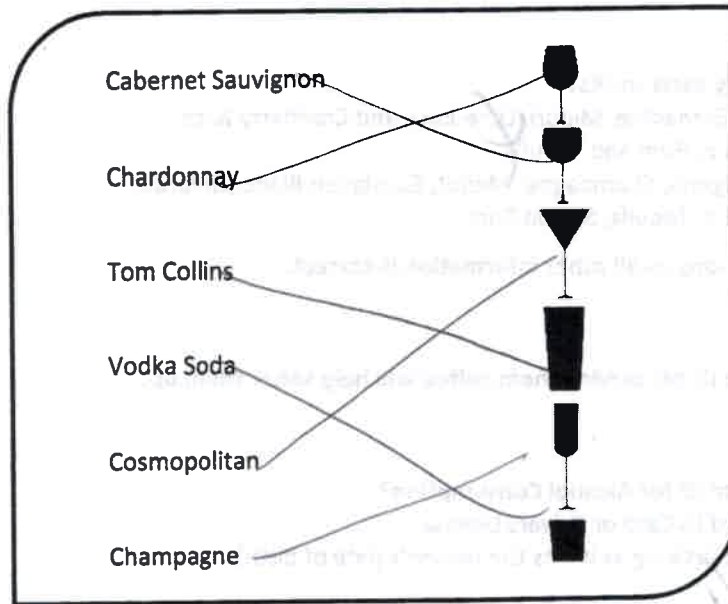
Match the word to its definition

I "Straight Up"
E Shaker Tin
C "Neat"
M Muddler
B Strainer
E Jigger
G Bar Mat
D "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 1/2 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):

Trip Sec, Sweet & Sour, Grenadine

What are the ingredients in a Manhattan?

whiskey, bitters, sweet & sour

What are the ingredients in a Cosmopolitan?

vodka, olive

What are the ingredients in a Long Island Iced Tea?

trip sec, vodka, rum, tequila, (soda)

What makes a margarita a "Cadillac"?

extra liquor

What is simple syrup?

sugar

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

Marrying/Marrage

What should you do if you break a glass in the ice?

Replace Ice

When is it OK to have an alcoholic beverage while working?

Never

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

Not mixed

What are the ingredients in a Margarita?

Sweet & sour & liquor

Name Alex Tyler Ruelas
Servers Test Score 28 / 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
- B 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
- 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

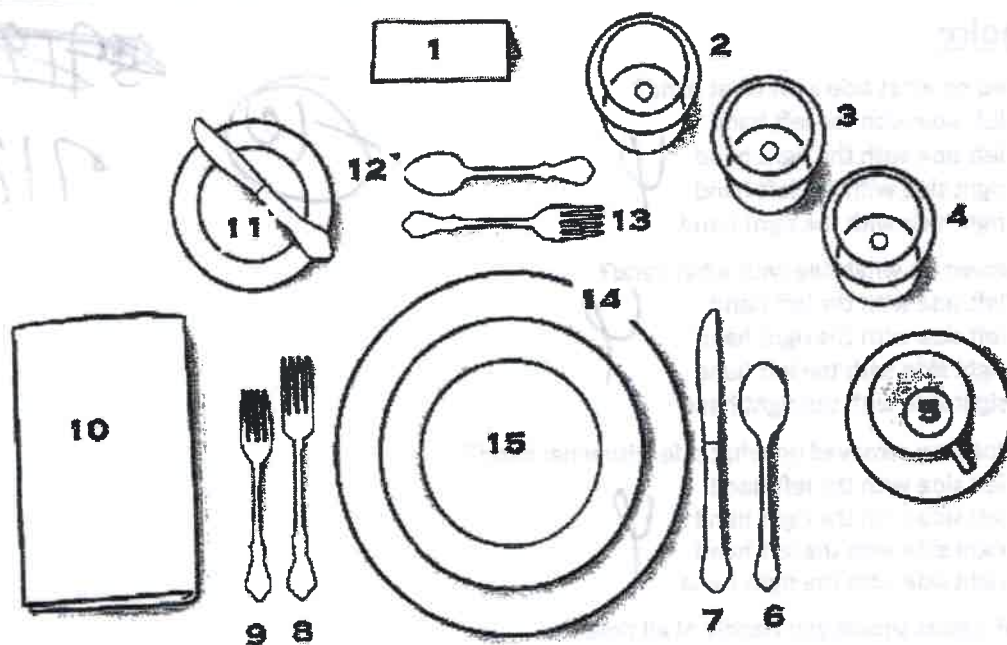
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>A</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>C</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>B</u> 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>E</u> Tray Jack | G. Style of dining in which the courses come out one at a time |

Name Alex Tyler Ruelas

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>6</u> | Teaspoon | <u>2</u> | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| <u>12</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 3 4 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Milk, sugar
- Synchronized service is when: all orders come out at once
- What is generally indicated on the name placard other than the name? Food order
- The Protein on a plate is typically served at what hour on the clock? 2nd to last
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
notify the chef.