

SHAWN GIBSON

OBJECTIVE To obtain employment as a server where I can utilize my hospitality experience to enhance guest services.

PROFESSIONAL EXPERIENCE

2012-2016	Delancey Street Restaurant <i>Server, Floor/Manager, Maitre d'</i>	San Francisco, CA
	<ul style="list-style-type: none">➤ Oversaw front of house restaurant operation➤ Trained staff in dining etiquette➤ Knowledgeable of food and fine wines➤ Fast paced lunch service as well as slow paced dinner service overseeing 7 to 10 tables<ul style="list-style-type: none">➤ Set up tables, arrange chairs, and set tables with linens, dishes and silverware➤ Greet and direct guests to event locations when private dining	
2010-2012	Fast Eddie's Silk Screening <i>Manager</i>	Hollister, CA
	<ul style="list-style-type: none">➤ Open and closing duties included balancing cash drawer, credit cards, and warehouse set up➤ Responsible for ordering all supplies and inventory➤➤ Fielded and resolved customer complaints➤ Customer service	
2009-2010	Chef Todd's Catering <i>Hiring Manager/Server</i>	Salinas, CA
	<ul style="list-style-type: none">➤ Set up tables, arranged chairs, and set tables with linens, dishes and silverware➤ Interviewed and trained new employees➤ Greeted and directed guests to event locations➤ Monitored food service to ensure that guests were getting a seamless service	
2009-2010	Salinas Valley Country Club <i>Bartender</i>	
	<ul style="list-style-type: none">➤ Performed all of the duties necessary to open the bar for service, including making syrups, squeezing juice and stocking the bar➤ Responsible for inventory of the wine and spirits. kept inventory current, placed new orders➤ Prepare and stock my well and take orders from customers at the bar.➤ Breakdown bar after service, reconciling the cash drawer and making sure preparation for the following day is completed	

EDUCATION

Delancey Street Academy Certificate in Hospitality Services 2010-2016	San Francisco, CA
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QUALIFICATIONS

- Excellent interaction skills with people at all levels
- Multi-task talented with the ability to quickly apply new skills
- Experienced customer service professional
- Adept Problem solving ability and professional demeanor

Cashier Test

Score 14 / 15

97%

B

1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

A

2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

d

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

A

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

C

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

8.15

6) What is the current sales tax rate in your city San Francisco?

0

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

C

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

b

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

d

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

a

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

9

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

6

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? ID Drivers license, PassPort, Military ID

15) How many \$20 bills are in a bank band? 100

Servers Test

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

Match the Correct Vocabulary

D 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

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

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

F Corkscrew

F. Used to open bottles of wine

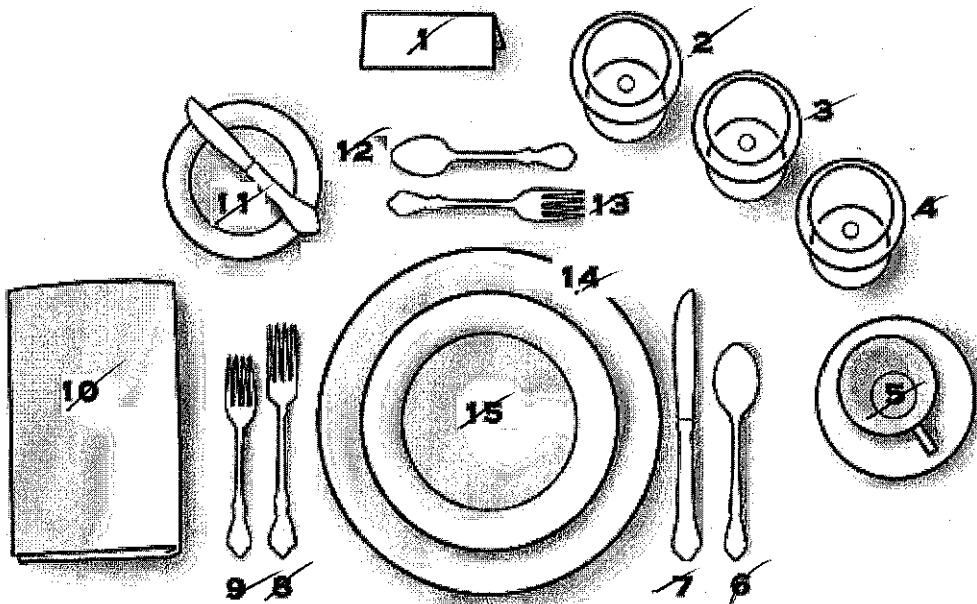
C Tray Jack

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

Name Shawn Gibson

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin
<u>11</u>	Bread Plate and Knife
<u>1</u>	Name Place Card
<u>12</u>	Teaspoon
<u>13</u>	Dessert Fork
<u>6</u>	Soup Spoon
<u>15</u>	Salad Plate
<u>4</u>	Water Glass

<u>8</u>	Dinner Fork
<u>5</u>	Tea or Coffee Cup and Saucer
<u>7</u>	Dinner Knife
<u>2</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Service Plate
<u>3</u>	Wine Glass (White)

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? Cream + sugar.
3. Synchronized service is when: several servers help all the food comes out together.
4. What is generally indicated on the name placard other than the name? their choice of entree or table
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? talk to expeditor.

Multiple Choice (6 points)

C 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

C "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

T "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

S Strainer

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

C Jigger

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

B Bar Mat

g.) Used on the bar top to gather spills

F "Float"

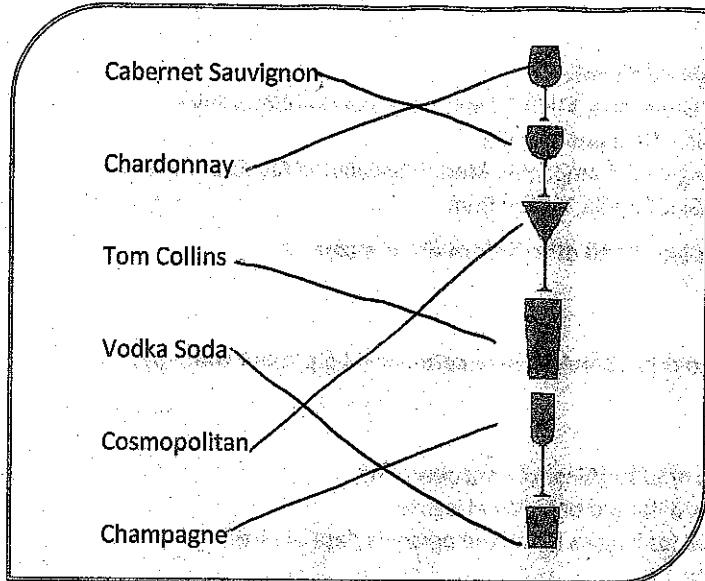
h.) Requesting a separate glass of another drink

B "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): Grey Goose Don Julio Johnny Walker

What are the ingredients in a Manhattan? Bourbon, sweet vermouth, simple syrup

What are the ingredients in a Cosmopolitan? Vodka, triple sec, cranberry

What are the ingredients in a Long Island Iced Tea? Tequila, Vodka, rum, sweet & sour, gin, coke

What makes a margarita a "Cadillac"? Top shelf spirits

What is simple syrup? Sugar + water

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

it is illegal and its called

What should you do if you break a glass in the ice? melt ice clean & refill

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 sour mix