

JOHN FAULK

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

PROFESSIONAL EXPERIENCE

2012-2016	Delancey Street Restaurant <i>Bar Manager</i>	San Francisco, CA
	➤ 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. I would keep an inventory and order when necessary.	
	➤ Prepare and stock my well and take orders from customers at the bar.	
	➤ Support and delegate responsibilities to other bartenders and bar backs during an extremely high volume service	
	➤ Breakdown bar after service, reconciling the cash drawer and making sure preparation for the following day is completed	
2012-2016	Delancey Street Catering <i>Bartender/Server</i>	San Francisco, CA
	➤ Bartended for weddings, tail gate parties, conventions, movie screenings, political events each requiring a variety of presentation and skill.	
	➤ Skilled at preparing and presenting wine with descriptions and origin	
	➤ Able to serve high volume events while keeping a count of all drinks for invoicing	
2009-2010	Courtyard Cafe <i>Server/Cook</i>	Placerville, CA
	➤ Knowledgeable of food and fine wines	
	➤ Tableside and banquet service	
	➤ Fast paced lunch service as well as slow paced dinner service overseeing 7 to 10 tables	

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



Name John Fank

Servers Test

Score / 35

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

91

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

E

Queen Mary

A

Chaffing Dish

B

French Passing

B

Russian Service

F

Corkscrew

C

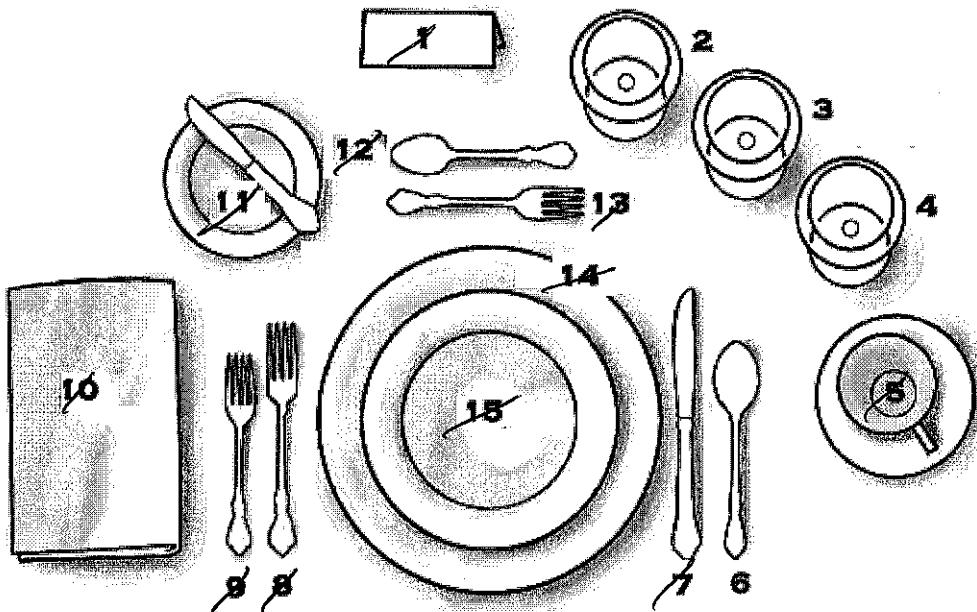
Tray Jack

- 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

Name John Faulk

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>2</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</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

1. The utensils are placed 2 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar, cream, spoon.
3. Synchronized service is when: All food is delivered in syncro, and plates are removed in syncro.
4. What is generally indicated on the name placard other than the name? Their dinner choice, protein choice.
5. The Protein on a plate is typically served at what hour on the clock? top of the hour.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? let the expeditor know.

98%

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

C "Straight Up"

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

f Shaker Tin

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

i "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

D 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

g Bar Mat

g.) Used on the bar top to gather spills

d "Float"

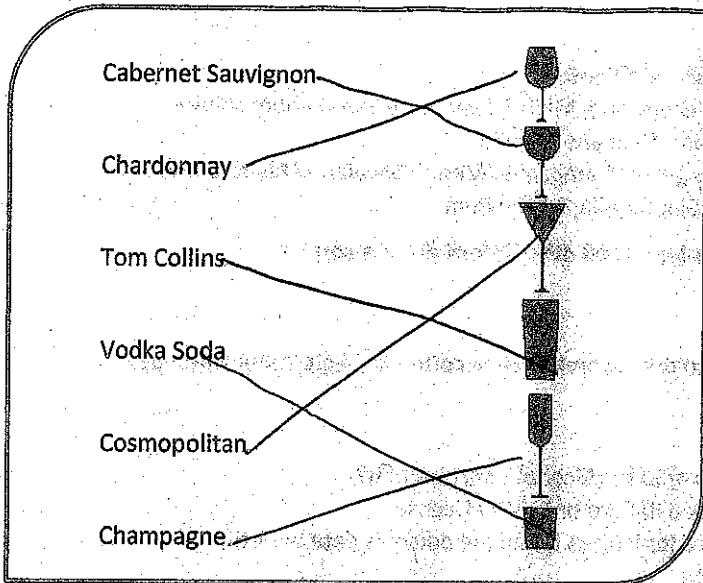
h.) Requesting a separate glass of another drink

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): Grey Goose, Johnnie Walker Green Label, Don Julio

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

What are the ingredients in a Cosmopolitan? Triple Sec, Vodka, cranberry

What are the ingredients in a Long Island Iced Tea? Gin, Vodka, Rum, Tequila, sweet & sour

What makes a margarita a "Cadillac"? Top Shelf Spirit, tequila, lime juice

What is simple syrup? equal parts sugar, water

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

Marrying, not legal

What should you do if you break a glass in the ice? clean out ice completely, rinse, add new ice

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

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

What are the ingredients in a Margarita? tripel sec or orange liqueur, lime, tequila or sour mix

Cashier Test

Score / 15

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

C

- 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

8.75

- 6) What is the current sales tax rate in your city 8.75?

C

- 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?
- 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

Cashier Test

Score / 15

A

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

B

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? Driver's License, State ID, Military ID,

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