

Kevin Kilkenny

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Guest Services for SCE Guest Services

2015-

I have been working at all the USF basketball and baseball home games.

Temp-worker for Executive Event Solutions

2013-

I have been doing mostly sporting events, as security.

Temp-worker for Action Figures

2012-

I am doing convention work. Registration, greeting, room monitor are some of the duties I have performed.

Temp-worker for Convention Solutions Staffing

2012-

I am doing mostly convention\ work, registration, handing out promo goods, giving directions.

Temp-worker for Premier Staffing

2012

My jobs have included Convention work, registration help, room monitor, greeting guests, and customer service.

Security for Maloney Security

2006-2008

I was employed on call for Maloney security. I worked mainly the conventions that come through Moscone Center, but have also worked at special events in various hotels in San Francisco

Floor Crew for Ringling Bros. & Barnum Bailey

2001-2006

I was a roadie, part of a team. We unloaded the wagons, built the truss, converted the whole floor space into the stage. I moved props around during the show. After the last show at each venue, we broke it all apart and packed it up again. We worked 90 different cities every two years.

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
- 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 \$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

2 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

1 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? CA ID, passport

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

71%

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
- 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)

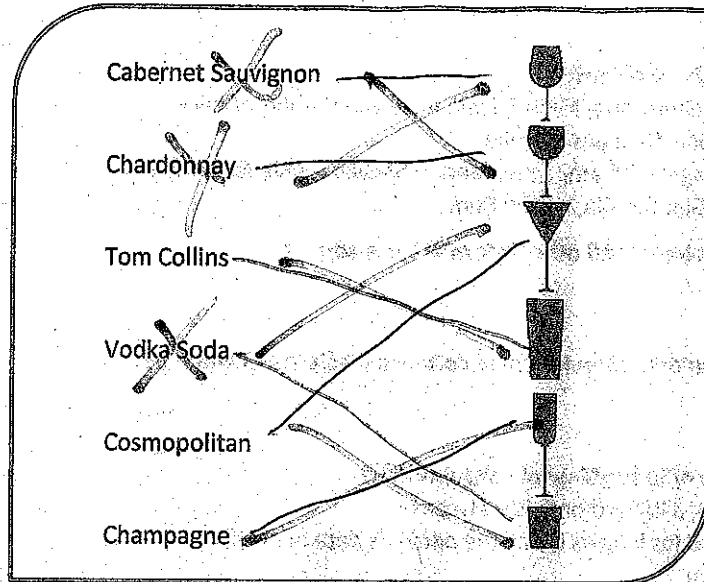
Match the word to its definition

- i "Straight Up"
f Shaker Tin
c "Neat"
d Muddler
b Strainer
a Jigger
g Bar Mat
e "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

10/15
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): Belvedere, Tanqueray, Absolut

What are the ingredients in a Manhattan? Vodka, cranberry

What are the ingredients in a Cosmopolitan? Vodka, cranberry

What are the ingredients in a Long Island Iced Tea? vodka, rum, tequila, whiskey

What makes a margarita a "Cadillac"? Grand Marnier on top

What is simple syrup? ?

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

no, illegal, marring

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

When is it OK to have an alcoholic beverage while working? no

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

What are the ingredients in a Margarita? triple sec, tequila, lime juice