

## **Harry James Slingland**

PROFESSIONAL SERVER

2210 Jackson St. Apt 10 San Francisco CA 94115

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### **About Me**

I have been described as gregarious, hard working, positive, and a team player. One previous manager stated that I "was a perfect hybrid of a work horse and a show pony". I bring with me a solid service foundation from my first F&B job through Ivana Trump in both French and Russian styles of service at Trump Castle. I do like to show a sense of urgency on the floor to let my guests know that I am literally giving them 100% of my attention whether the room is rocking or they are the only guests in the room. I am able to master the nuances and am able to sell most wines on a list. I am quite comfortable with either Aloha or Micros and I am able to learn any similar systems quickly. Having seen many things I am able to greet new experiences with an open mind and enjoy learning from this who strive for perfection. Most importantly, I possess the valuable trait of anticipating and exceeding my guest's expectations combined with wit, humor and "charm".

### **References**

#### **Berger Properties employed from July 2008 through Present**

2210 Jackson St., San Francisco, CA Proprietor: Bob Berger 415-706-9308

HOUSE VALET: As the most junior member of a three person management team for a 30 unit Pacific Heights apartment building built in 1929, I am responsible for two shifts, Tuesdays and Wednesdays. However, if NYE or Valentine's for example would be on a Tuesday or Wednesday, I would, of course, be at your service. Presently living and working there since July 2008. My duties are varied and yet tend to share the same skill set of making things look and feel better.

#### **Rose Pistola employed from July 2007 through August 2008**

532 Columbus Ave., San Francisco, CA General Manager: Keri Glancy 415-399-0949

SERVER A North Beach institution featuring authentic Ligurian fare with a menu that changed daily. High volume with a majority of our clientele being tourists.

#### **'Cesca employed from June 2004 through June 2007**

777 Harrahs Blvd Atlantic City, NJ Manager: Josephine Rifici C)609-271—1024

SERVER: Modern Italian fare in a contemporary atmosphere, featuring an extensive Italian wine list. Nightly sales varied between \$1500 and \$2500. Sadly, the marriage with Harrah's was unsuccessful and the venue was abruptly closed.

#### **Porters' Pub employed from November 2001 through May 2004**

700 Northampton St., Easton, PA Proprietor: Ken Porter 610-250-6561

SERVER/BARTENDER: A fun atmosphere with a world class collection of beers, 12 taps and 60 bottles allowed for a hop-infused tour. It was a fast paced, high volume and quite fun.

#### **Loring Café, Bar & Playhouse employed March 1998 through September 2001**

1624 Harmon Place, Minneapolis, MN Proprietor: [Jason@LoringCafe.com](mailto:Jason@LoringCafe.com) McLean 612-332-1617

SERVER: Eclectic food, interesting wine list and a plethora of talented musicians. Nightly sales varied from \$1000 to \$2000

**Servers Test**

82%

**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

A 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)

K 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

F Corkscrew

F. Used to open bottles of wine

L Tray Jack

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

**Bartenders Test**

**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

97%

**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

L "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

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