

## **Shannon O'Mara**

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### **Qualifications**

Multifaceted with customer service. Excellent communication skills. Team player with strong sense of ownership. Ability to remain calm under duress. Goal oriented toward customer satisfaction.

### **Experience**

#### **Bartender**

Experienced high volume bartender at venues in San Francisco (Elbo Room, Bimbos). Knowledge of current mixology trends, food and beverage pairing. Safe serve certified.

#### **Caterer**

Front of house/Bartender and production kitchen with BiRite, Living Room Events, Savoy Catering.

#### **Digital Producer/Scan Zone Lead, George P. Johnson Event Marketing**

Pre-event and on ground tech support to scanning systems and monitors. Training on scan devices and room load protocol. Events include Dreamforce, OpenWorld and CiscoLive.

#### **Venue Manager, San Francisco International Film Festival**

Supervisor and liaison for festival operations and volunteers. Provided communication between tech and talent. Directed and assigned volunteer duties. Handled audience film festival ballots.

#### **Event Assistant, Green Room At The WAR Memorial Building**

Provide support during events for management.

### **Other Work**

#### **Massage Therapist**

Certified Massage Therapist with Burke Williams Spa, proprietor of private in-office practice.

### **Education**

Bachelor Of Arts in Art, San Francisco State University



Name \_\_\_\_\_

**Servers Test**

Score / 35

**Multiple Choice**

83%

- 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
- 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
- B 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
- B 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

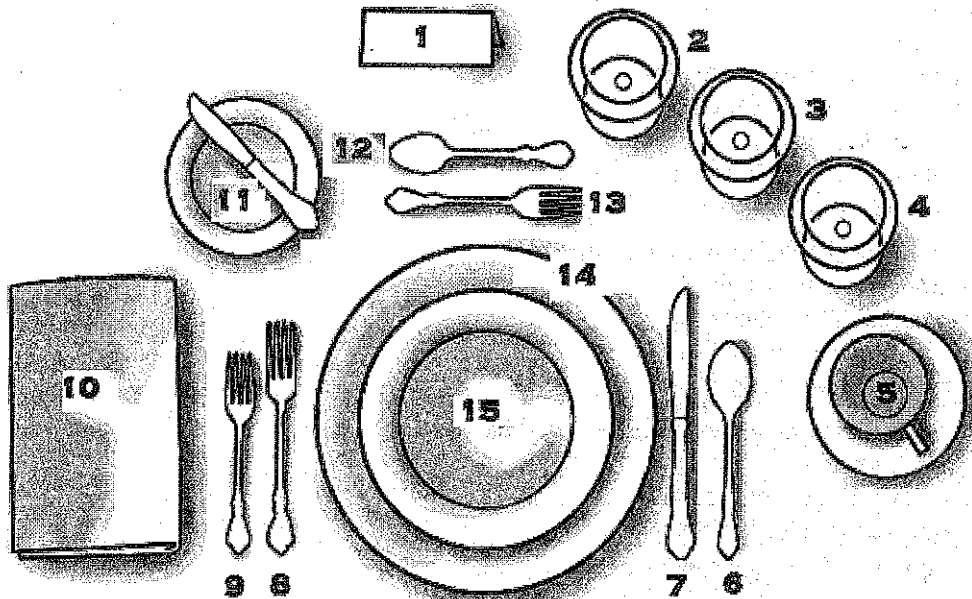
**Match the Correct Vocabulary**

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

Name \_\_\_\_\_

**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**

- The utensils are placed 4 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream & sweetener
- Synchronized service is when: the entire table is served at once
- What is generally indicated on the name placard other than the name? table number
- The Protein on a plate is typically served at what hour on the clock? 12 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
inform chef/captain

**Bartenders Test**

Score <sup>34</sup>/35

96%

**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

4/6 correct

4

"Straight Up"

F

Shaker Tin

i

"Neat"

2

Muddler

b

Strainer

e

Jigger

g

Bar Mat

d

"Float"

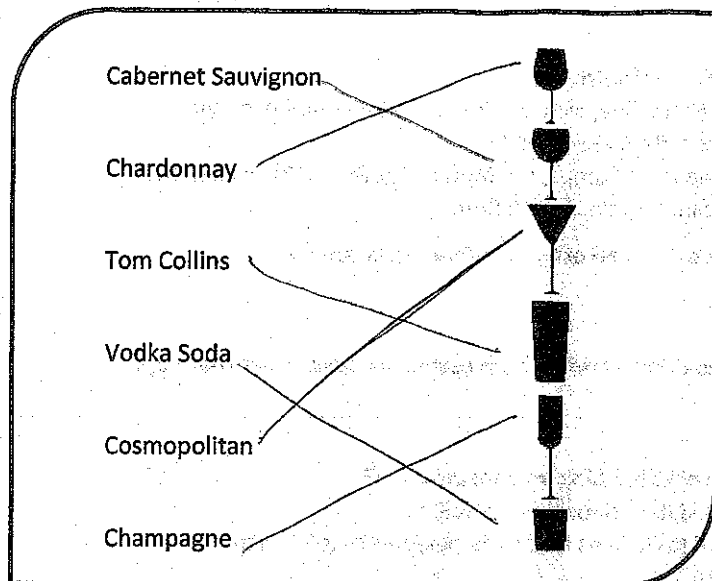
h

"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):

Grey Goose, Blanton's, Glenfiddich

What are the ingredients in a Manhattan?

Bourbon, sweet vermouth, bitters, cherry

What are the ingredients in a Cosmopolitan?

Vodka, Triple Sec, cranberry juice, lime juice

What are the ingredients in a Long Island Iced Tea?

Vodka, Gin, Rum, Tequila, Sweet & Sour, cola

What makes a margarita a "Cadillac"?

float of Grand Marnier

What is simple syrup?

1:1 ratio of sugar to water, sweetener

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

marrying, topping off, no

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

burn the ice w/ hot water, cleaned

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

at the end of a shift clocked out

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

with olive juice

What are the ingredients in a Margarita?

tequila, triple sec, sweet & sour, lime juice  
(or lime juice w/ sweetener)