

# **LISA MARIE HOLDEN**

shastadaisy224@yahoo.com

**415 2613626**

**OBJECTIVE:** Seeking a position that will benefit from my experience in customer relations, to improve customer satisfaction and business performance.

## **SUMMARY OF QUALIFICATION**

**JOB DUTIES:** Bartender, Cashier, Restaurant Server, Banquet Coordinator and Manger

**SUMMARY OF QUALIFICATIONS:** Dedication and exceptional work ethic, high energy, outgoing, responsible, experience and knowledge in excellent customer service. Problem solver with great team leadership, work well in managing staff. Experienced in coordinating banquets, qualified in AHOLA system in serving large crowds, work well in a high-paced environment. Committed to maintain and keep a positive work environment.

## **PROFESSIONAL EXPERIENCE**

**TONY P'S** – San Jose CA 2013 – 2015

**SERVER** - Providing customers with an excellent dining experience. Waited on tables, great customer service, maintained cash registry, routine cleaning and closing duties.

**LORI'S DINER** – San Francisco, CA 2012 – 2013

**SERVER** - Providing customers with an excellent dining experience in a high-volume diner. Multi-tasking various duties in the restaurant including great customer service.

**BILLS CAFE** – San Jose, CA 2008 – 2011

**SERVER** - Job required proficient knowledge of AHOLA system, as well as maintaining personal cash registry. Providing customers with an excellent dining experience.

**EAGLE RIDGE GOLF COURSE** - Gilroy, CA 2006 – 2008

**Head Bartender** – Worked the main bar, organized large banquets, responsible for inventory, opening and closing and reconciling cash drawers

**CARDINAL COFFEE SHOP AND LOUNGE** – San Jose, CA 2006 – 2008

**Manager/Main Bartender** – Full responsibility in maintaining and operating the lounge, responsible for hiring, training, managing and scheduling employees. Full charge of inventory control, ordering and reconciling cash drawers.

**ALMADEN FEED AND FUEL** – San Jose, CA 1999 – 2006

**Manager/Bartender** – Maintained and worked the main bar, in charge of inventory, scheduling the entertainment, preparing registers for other bartenders, hiring, training and scheduling the employees, responsible for managing opening, reconciling cash drawers and closing.

## **TECHNICAL EXPERIENCE**

AHOLA; POS; Pour Count; Microsoft Office; Micro

THE UNIVERSITY OF CHICAGO

THE UNIVERSITY OF CHICAGO

THE UNIVERSITY OF CHICAGO

THE UNIVERSITY OF CHICAGO

THE UNIVERSITY OF CHICAGO

THE UNIVERSITY OF CHICAGO

THE UNIVERSITY OF CHICAGO

THE UNIVERSITY OF CHICAGO

THE UNIVERSITY OF CHICAGO

**Multiple Choice (6 points)**

82%

- 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)**

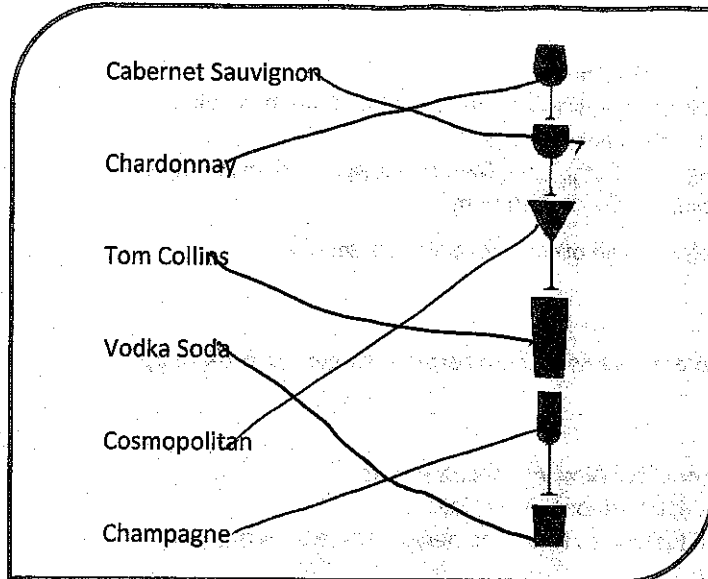
Match the word to its definition

- C "Straight Up"  
F ~~Shaker Tin~~  
S ~~"Neat"~~  
A ~~Muddler~~  
B ~~Strainer~~  
P ~~Jigger~~  
G ~~Bar Mat~~  
— "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 ½ 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): Patron, Black Label, Crown Royal

What are the ingredients in a Manhattan? Whisky, Sweet Vermouth - Cherry -

What are the ingredients in a Cosmopolitan? Vodka, Triple Sec, Lime Juice, Cran

What are the ingredients in a Long Island Iced Tea? Vodka, Gin, Rum, Triple Sec, Sweet Sour, Cola, Lem

What makes a margarita a "Cadillac"? Float of Grandmarnier

What is simple syrup? Sugar & water

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

No

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

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? Teq, Sweet Sour, Triple Sec, Lime J. lime

Name \_\_\_\_\_

**Servers Test**

Score / 35

Multiple Choice

82%

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

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 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

D Scullery

E Queen Mary

A Chaffing Dish

B French Passing

G 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

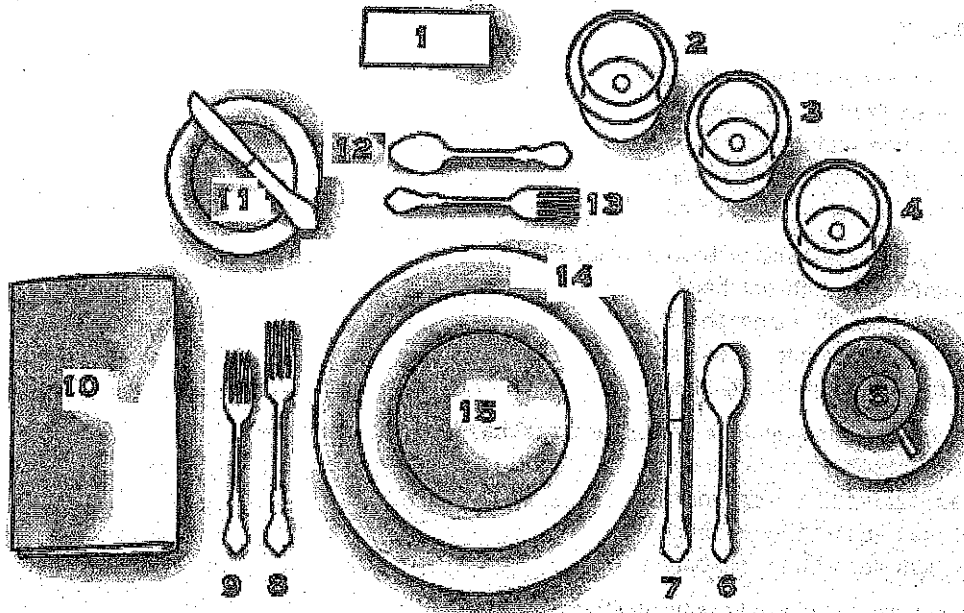
F. Used to open bottles of wine

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

Name \_\_\_\_\_

**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>2/3</u> | Wine Glass (Red)             |
| <u>13</u> | Dessert Fork          | <u>9</u>   | Salad Fork                   |
| <u>14</u> | Service Plate         | <u>14</u>  | Wine Glass (White)           |
| <u>15</u> | Water Glass           |            |                              |

**Fill in the Blank**

- The utensils are placed \_\_\_\_\_ inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? desserts sugar / milk
- Synchronized service is when: Served at same moment
- What is generally indicated on the name placard other than the name? Table # Meal
- The Protein on a plate is typically served at what hour on the clock? 6:00
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
accommodate

**Cashier Test**

**Score / 15**

86 2/6

- 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
- 8.25%  
     6) What is the current sales tax rate in your city \_\_\_\_\_?
- 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

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

g 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?

Gov Issue Passport N.B.D.

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

25

\$50/100