

Gina Santucci

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PROFILE

I would like to use my 28 years of restaurant and hospitality experience in San Francisco to join a team where providing good service and a memorable experience are the common goal.

EXPERIENCE

Bartender- Local 2 Union 01/2016- Present

209 Golden Gate Ave. San Francisco, Ca. 94102 (415) 864-8770

Various venues- Moscone Convention Center, S.F. Hilton, Fairmont, AT&T Park

Bartender, Food Service, A la Carte, Banquet- St. Francis Yacht Club 3/2001- 5/2015

700 Marina Blvd. San Francisco, Ca. 94123 (415) 563-6363

Cocktail Waitress- Scoma's Restaurant 04/1989- 08/2000

Al Scoma Way San Francisco, Ca. 94133 (415) 771-4383

EDUCATION

AA - 1996 San Francisco City College

SKILLS

Knowledge of POS Systems, cash and credit card transactions

Excellent communication skills combined with an eye for detail

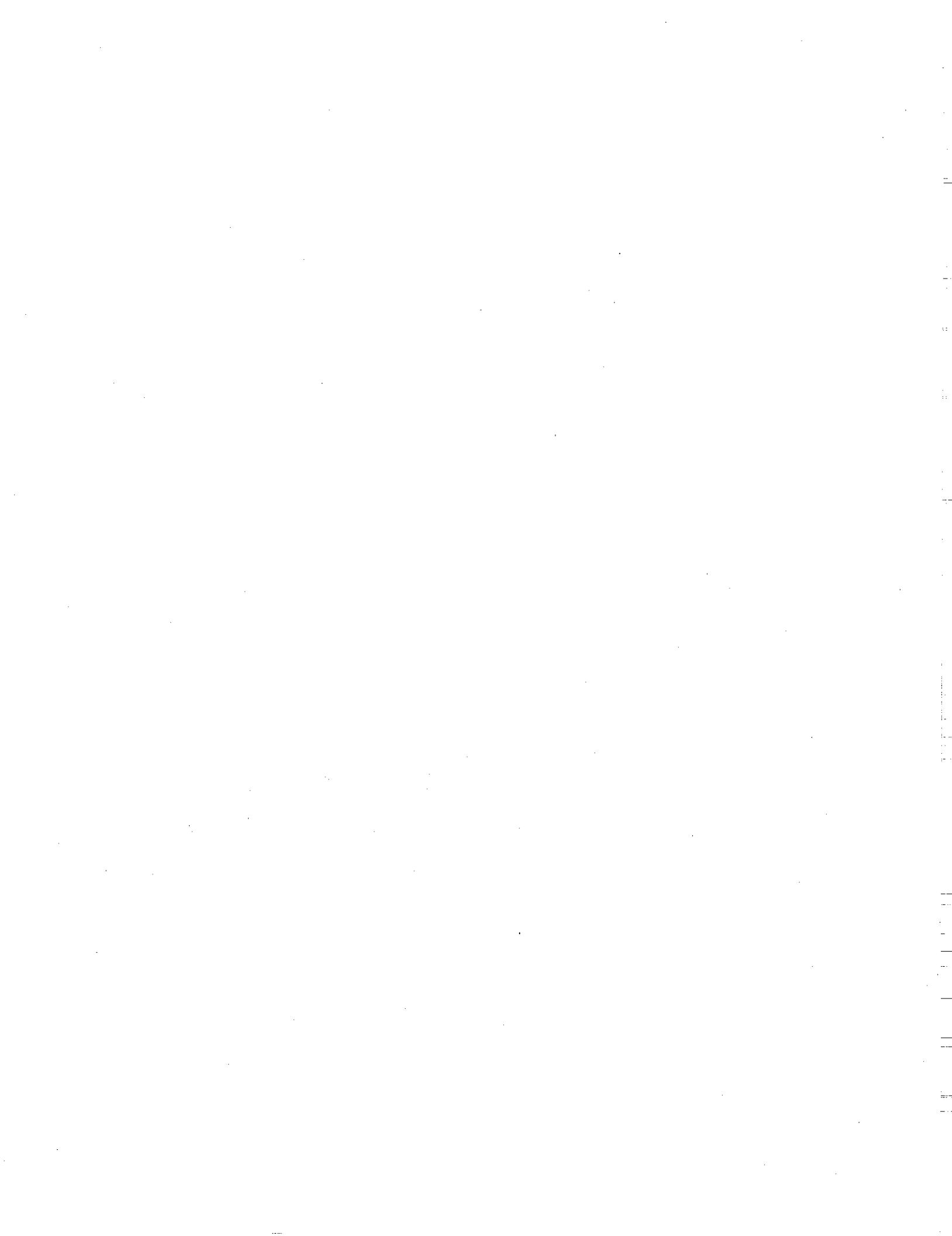
Ability to anticipate customer and co- worker needs

Proficient at making drinks, serving food and interacting with customers seamlessly

Efficient, Organized, Responsible, Reliable

Attentive and Professional

TIPS certified, California Food Handlers Certified



Bartenders Test

Score / 35

90%

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

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

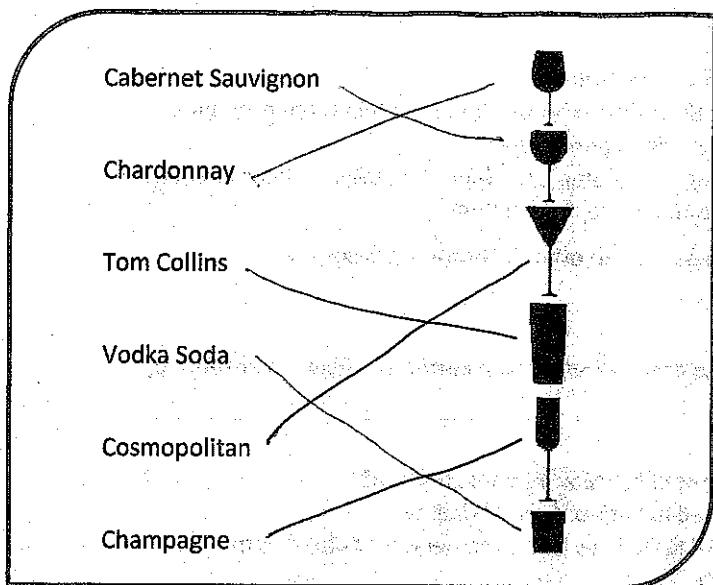
H "Back"

- i.) Means to serve spirit room temperature in a rocks glass with no ice



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): Ketel One, Don Julio, Bombay Sapphire

What are the ingredients in a Manhattan? Bourbon, Sweet Vermouth, Dash bitters

What are the ingredients in a Cosmopolitan? Vodka, triple sec, cranberry, roses lime

What are the ingredients in a Long Island Iced Tea? Vodka, Gin, Rum, Teq, Triple sec, S&S, coke

What makes a margarita a "Cadillac"? Grand Marnier

What is simple syrup? sugar liquified

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? Replace immediately DO NOT USE

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? Tequila, Triple Sec, S&S, Lime Juice

Servers Test

90%

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

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

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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

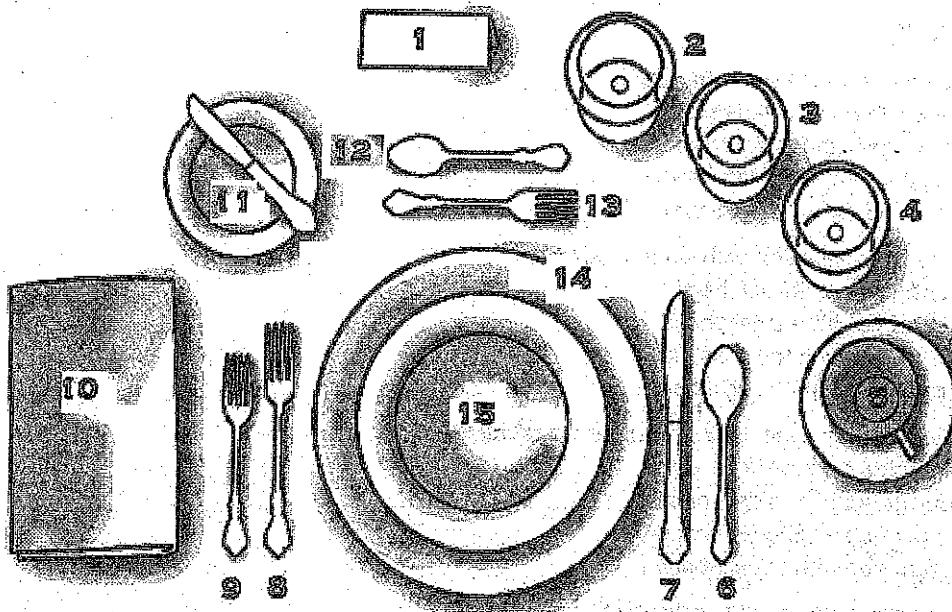
F. Used to open bottles of wine

C Tray Jack

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

Servers Test

loop



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>10</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 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? sugar cream lemon
3. Synchronized service is when: Placing plates down together.
4. What is generally indicated on the name placard other than the name? entree
5. The Protein on a plate is typically served at what hour on the clock? 12 10
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Let the captain or chef know