

Candice J. Thomas

554 Steiner St. San Francisco, CA 94117

Phone: (415) 818-5374 E-Mail: cjtthomas1226@gmail.com

Objective

I would love to obtain a challenging, responsible, and growth-oriented position wherein my experience; background, creativity and specialized training will be utilized. I have also worked in the customer service and restaurant business for several years. I completely understand what giving excellent customer service entails. I also feel I have a strong outgoing personality that coincides with giving the customer a good experience. I have worked with various POS systems and I am knowledgeable of many different types of cuisines, wine, spirits, and cocktails. I moved back to the bay area in March 2015. I also have full or part time availability. I am currently working at One market restaurant as a lunch server and a part time employee at fork and spoon productions.

Experience

Jillian's Server 9/15-present SF, CA

I am a server and help customers in any way shape or form. I use a pos system, do various side work, and use my social skills as a key to bring continuous business.

Knickerbocker Bar and grill Server 6/11-3/15 NY, NY

My duties included waiting tables, inputting orders, cocktailing and working big parties. Also doing various duties, which were considered side work. I utilized other skills as French service and soufflé cracking, and the fileting of fish all done tableside.

The Park Cocktail/Server 4/10-10/12 NY, NY

I had many duties at The Park. I worked as a floor server, cocktail waitress, working private events, which included catering, and working the service bar as well during the nightclub. I loved the variety of tasks I was given at this establishment.

The River Room Server/bartender/cocktail 8/08-10/11 NY, NY

I was a floor server at the River Room. We primarily did events so I also served many positions at this establishment inside of Riverbank National Park in Harlem. I was a bartender as well as a cocktail waitress. I got plenty of catering experience as well as helping to set up and break down big events such as weddings, baby showers, and birthday parties. The clientele was also very upscale as well.

Stout Server 2/04-12/09 NY, NY

I was a floor server at this amazingly large Irish pub in NYC. It was the busiest crowd I have ever dealt with due to the intense rushes from shows at Madison Square Garden. I had 16 tables at a time sometimes and walked floor to floor

with large trays of drinks. I truly believe working here set me up for the most insane serving experience.

Education

CCNY

B.A in Communications

Minor in Media studies

Mercy High School

High School diploma

Skills

I have many additional skills other than floor service. I have retail management experience when I was an assistant Manager at Fossil Co. I also have worked in catering for over 10 years, 5 of which were with the biggest catering company on the east coast, Great Performances. I have worked with about every pos system there is including Aloha, Micros, Squirrel, breadcrumbs, and many more. I also know French style service. I am very experienced in cocktail serving, bartending , hosting, and have done bottle service as well. Lastly my skill is just smiling. I do it constantly daily, which I believe is one of the most important ways to make any customer feel welcome.

Bartenders Test

Score / 35

86%

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. a "Straight Up"

a.) Used to crush fruits and herbs for craft cocktail making

b Shaker Tin

b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

c "Neat"

c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

d Muddler

d.) To pour $\frac{1}{2}$ oz of a liquor on top

e Strainer

e.) Used to measure the alcohol and mixer for a drink

f 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

h "Float"

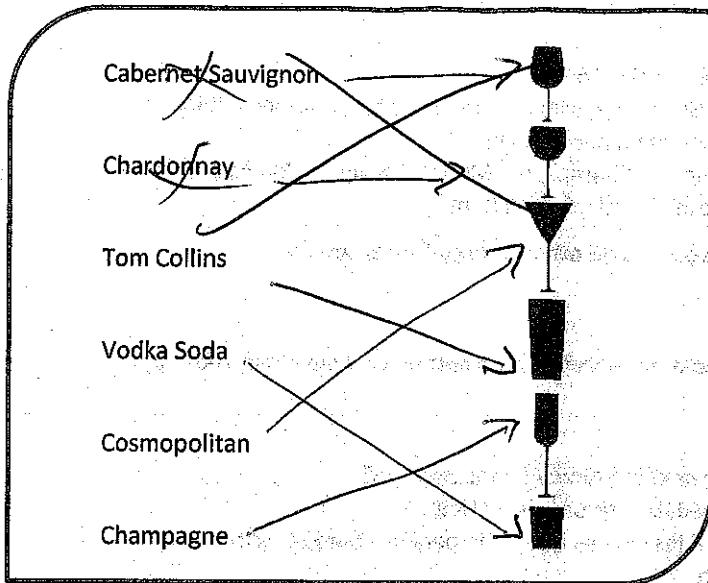
h.) Requesting a separate glass of another drink

i "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): Grey Goose, Bulleit Bourbon, Milagro Tequila

What are the ingredients in a Manhattan? Sweet Vermouth & Bourbon w/ Cherry garnish

What are the ingredients in a Cosmopolitan? Cranberry juice, lime juice, vodka & simple or triple sec

What are the ingredients in a Long Island Iced Tea? Vodka, Whisky, tequila, gin, rum & Coke w/ lemon garnish

What makes a margarita a "Cadillac"? Using Grand Marnier liquor

What is simple syrup? Sugar and water boiled down to make a syrup

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

No - Transferring liquor? - I don't know... lol

What should you do if you break a glass in the ice? Pour hot water over all the ice & pour a liquid of

When is it OK to have an alcoholic beverage while working? Never

What does it mean when a customer orders their cocktail "dirty"? if has olive juice & olives

What are the ingredients in a Margarita? triple sec tequila, lime juice, usually w/ salt rim

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
- c 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

B 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

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

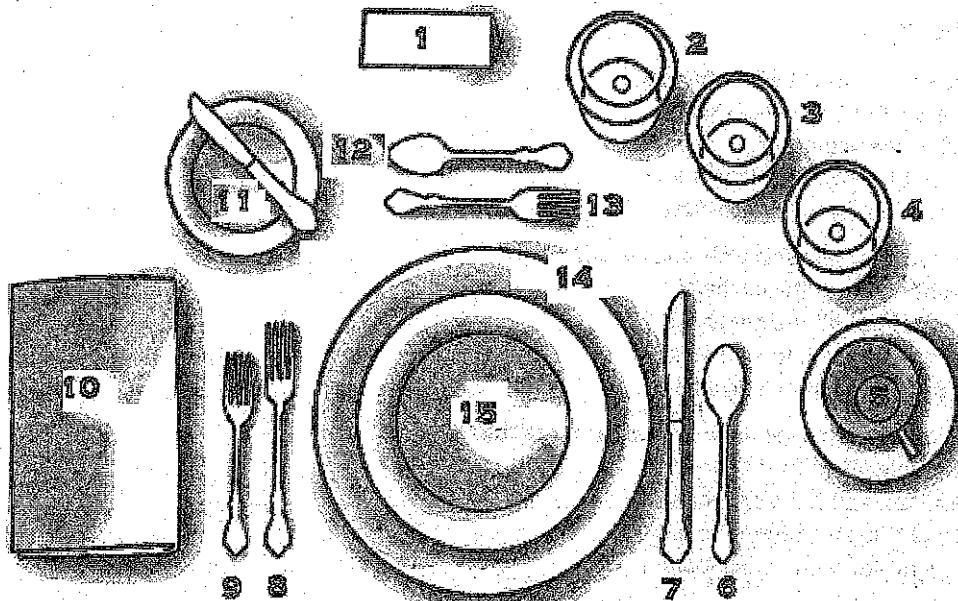
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

C Tray Jack

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



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> <u>3</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> <u>4</u>	Wine Glass (White)
<u>4</u> <u>2</u>	Water Glass		

Fill in the Blank

1. The utensils are placed _____ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream and sugar
3. Synchronized service is when: All the plates are placed at the same exact time
4. What is generally indicated on the name placard other than the name? The Company and a seat #
5. The Protein on a plate is typically served at what hour on the clock? 6 O Clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Go talk to your Captain or the kitchen