



BRITTANY BEHREND

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OBJECTIVE

To secure a position with a well-established and ever-growing company which has a stable environment that will lead to lasting relationships and future personal growth.

FUNCTIONAL SUMMARY

Over 9 years customer service experience in restaurant, retail, corporate and family owned business settings. Highly motivated, able to prioritize and multi-task under pressure. Excellent interpersonal skills, with ability to build rapport and develop regular clientele. Team player who is trustworthy and reliable. Keen attention to detail. Positive and bright attitude at all times.

KEY SKILLS

- **Customer Service/Sales:** Skilled in essential physical job functions - anticipating needs of customers. Speaking clearly, quickly identifying and resolving problems, listen and respond to requests, and follow up to assure complete satisfaction. Outstanding suggestive selling.
- **Server:** Effectively and efficiently take and place all orders. Obtain extensive knowledge to answer all questions about cooking methods, menu items, specials and prices. Check food for appearance, temperature, and portion size and deliver in a timely manner.
- **Team Lead/Manager-On-Duty:** Experienced in leading teams, delegating work, enforcing policies, and ensuring assigned tasks are completed. Motivating co-workers and staff.
- **Accounting/inventory:** Accountable for cash and credit transactions. Responsible for taking inventory and placing orders within a budget, receiving deliveries, and verifying orders for any discrepancies.

PROFESSIONAL EXPERIENCE

Jan 2016 – Aug 2016

On The Thirty

Oak Park, CA.

- Bartender
 - Open and close bar by myself
 - Maintain good stock of all supplies
 - Clean and prep all juices and garnishes daily
 - Keep all bar patrons happy and entertained
 - Maintain a timely flow of cocktails to servers

July 2015 – Jan 2016	Paul Martin's American Grill	Westlake Village, CA.
	<ul style="list-style-type: none"> • Bartender / Server <ul style="list-style-type: none"> ○ Have knowledge of all beers, wines and spirits on hand. 	
Jan 2015 – Nov 2015	Spanish Hills Country Club	Camarillo, CA.
	<ul style="list-style-type: none"> • Bartender/ Lead Server <ul style="list-style-type: none"> ○ Give the best quality service to every guest ○ Extensive spirit and wine knowledge ○ Open the bar in a timely and professional manor ○ Make specialty drinks from scratch ○ Share food knowledge with customers 	
Nov 2013 - Feb 2014	Claim Jumper	Thousand Oaks, CA.
	<ul style="list-style-type: none"> • Server/cocktail waitress <ul style="list-style-type: none"> ○ Show utmost hospitality to all customers that walk through the door ○ Exuberate a teamwork ethic ○ Punctuality and professionalism exercised constantly ○ Performed above average to become a requested server 	
Aug 2010 – Nov 2013	Limon Latin Grill	Simi Valley, CA.
	<ul style="list-style-type: none"> • Server/cocktail waitress/bartender <ul style="list-style-type: none"> ○ Give customers a unique dining experience ○ Be alert, work fast, stay organized 	
Mar 2011 – Apr 2012	Gold's Gym	Simi Valley, CA.
	<ul style="list-style-type: none"> • Manger on Duty <ul style="list-style-type: none"> ○ Oversee all front desk staff ○ Manage inventory and take care of orders ○ Take care of all client accounts and billing ○ Keep relationships with all clients and give them outstanding service ○ Schedule appointments ○ End of shift reports and cash handling ○ Key holder 	
Apr 2009 – Aug 2010	Stonehouse Tavern	St. Joseph, MN.
	<ul style="list-style-type: none"> • Server/cocktail waitress <ul style="list-style-type: none"> ○ Have an enthusiastic attitude everyday ○ Give customers excellent & personal service ○ Be responsible for your money, receipts, cards, ect ○ Do assigned cutwork for that day 	

EDUCATION

Aug 2015 – Present	California State University Northridge	Northridge, CA.
	• Bachelors of Science – Business Management & Real Estate <ul style="list-style-type: none">◦ Marketing	
Aug 2010 – May 2015	Moorpark College	Moorpark, CA.
	• Associate of Arts – Business Management & Real Estate <ul style="list-style-type: none">◦ Communication	
Jun 2009	Holdingford High School	Holdingford, MN.
	• Diploma <ul style="list-style-type: none">◦ General Arts	

REFERENCES

Doreen Pierpoint
Ashbrook Ln.
Moorpark, CA 93021
(805) 907-5805
Employer

Deb Ruszat
Holdingford High School
PO Box 250
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Guidance Counselor

Brenda Payne
Holdingford High School
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Coach/Teacher

Servers Test

Multiple Choice

D 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 4

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 4

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 4
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 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

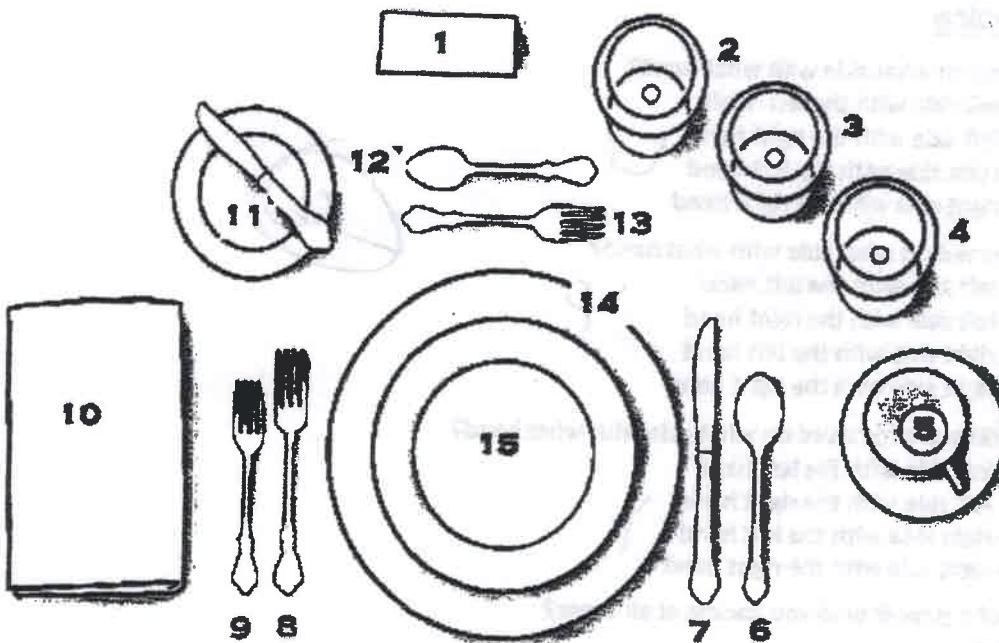
D Scullery
E Queen Mary
A Chaffing Dish
B French Passing
G Russian Service
F Corkscrew
C Tray Jack

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>11</u>	Bread Plate and Knife
<u>1</u>	Name Place Card
<u>6</u>	Teaspoon
<u>13</u>	Dessert Fork
<u>12</u>	Soup Spoon
<u>15</u>	Salad Plate
<u>4</u>	Water Glass

<u>8</u>	Dinner Fork
<u>5</u>	Tea or Coffee Cup and Saucer
<u>7</u>	Dinner Knife
<u>2</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Service Plate
<u>3</u>	Wine Glass (White)

Fill in the Blank

1. The utensils are placed _____ inch (es) from the edge of the table. 6
2. Coffee and Tea service should be accompanied by what extras? After dinner drinks / dessert
3. Synchronized service is when: Many servers go out at once and put plates down @ same time
4. What is generally indicated on the name placard other than the name? Relationship
5. 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? Ask on duty manager or chef if it is possible

Bartenders Test

Score / 35

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"

E Shaker Tin

I "Neat"

A Muddler

B Strainer

E Jigger

G Bar Mat

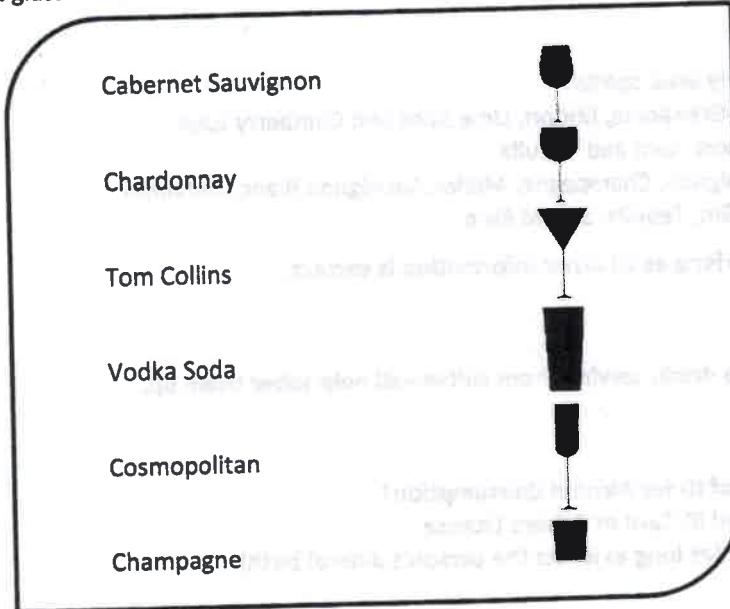
D "Float"

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 $\frac{1}{2}$ 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):

St. George Gin
McCallum 18

Glenmorangie Signet Scotch

What are the ingredients in a Manhattan? Bitters, Bourbon whiskey, sweet vermouth

What are the ingredients in a Cosmopolitan? Vodka, lime juice, cranberry juice, simple syrup

What are the ingredients in a Long Island Iced Tea? Vodka, triple sec, gin, rum, sweet & sour splash, coke

What makes a margarita a "Cadillac"? floater of Grand marnier

What is simple syrup? Sugar water

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

No cross contamination

What should you do if you break a glass in the ice? Red X with bitters/line/clean it

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 added

What are the ingredients in a Margarita? Tequila, Triple Sec, Agave syrup, lime juice