

Keith L. Tompkins

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Objective

Full-time position as in a Honda or Acura automotive dealership as a service advisor or in Parts Department, with an opportunity for personal and professional growth, a competitive wage, job security and benefits.

Summary of qualifications

100% certified as Service Advisor and Parts Manager with American Honda Motors On-Line University. These certifications include service active delivery, phone skills and technical training for each Honda model.

Started in the auto parts industry as parts driver, promoted to apprentice counterman. After journeyman qualifications, became mechanical counterman for sixteen technicians. Moved up the ladder to inventory control, assistant manager and then wholesale and parts manager, as well as Systems Administrator for ADP Dealer Communication Computer Systems. Special skills include inventory control, dispatching work, knowledge of wholesale and mechanical parts, warranty claims, strong interpersonal relationships with co-workers and subordinates, ability to prioritize and organize work, and excellent relations with service customers along with wholesale and retail parts customers.

My 20+ years of experience and study with American Honda Motors, along with my record of outstanding customer service, would make me an asset to any Honda or Acura dealership.

Work experience

- 2015 – 2016 OG Construction, Hillsborough CA. Hired on as laborer using all hand held power tools as well as Jack Hammers ground levelers. Also performed all iron worker duties with Hickey bars and tying rebar as well as masonry duties such as pouring and smoothing cement.
- 2012 Grace Honda (re-employed) in Service Department as trainee for Service Management. Duties included writing customer pay, warranty and internal service repair orders, dispatching and tracking work to technicians, pre-delivery inspection of all new Hondas and tagging and parking cars. December 2012 Grace Honda sold to Victory Auto Group, who brought in their own management team.
- 2010 – 2011 Marketing LED lights for parking lots, garages and outdoor and indoor venues, which involved counting, measuring, and determining the type of fixture needed to replace current incandescent lights.
June 2009 Resigned due to technician/management labor dispute.
- 2008 – 2009 Grace Honda (re-employment) Parts Department Manager
- 2004-2008 Farmers and Blue Cross Insurance Agent, Life & Property/Casualty Licenses
- 1998 – 2004 Grace Honda, San Bruno, California
Assistant Manager, Wholesale Manager and promoted to Manager of the Parts Department and Systems Administrator in 2000.
- 1991 – 1998 Menlo Honda, Redwood City, California
Counterman, Assistant Manager, Wholesale Manager
- 1985 – 1991 Various positions in Parts Departments of Mike Harvey Honda, Arata Honda and Arata Pontiac in Burlingame, California, Parts Driver, promoted to Counterman

Education

Graduated, Class of 1983 - San Mateo High School, San Mateo, California

Cashier Test

Score / 15

86%

1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- ☒ d) \$20.00

2) A roll of dimes is worth?

- ☒ a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- ☒ d) \$2.00

4) A roll of pennies is worth?

- ☒ a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- ☒ c) Point of sales
- d) People over service

6) What is the current sales tax rate in your city 8.25?

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

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

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

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

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

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?

~~any~~ State Issued ID or Passport

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

25

501106

Name Keith Toupin

Servers Test

Score / 35

Multiple Choice

40%

- 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
- 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
- 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
- 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
- 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
- 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

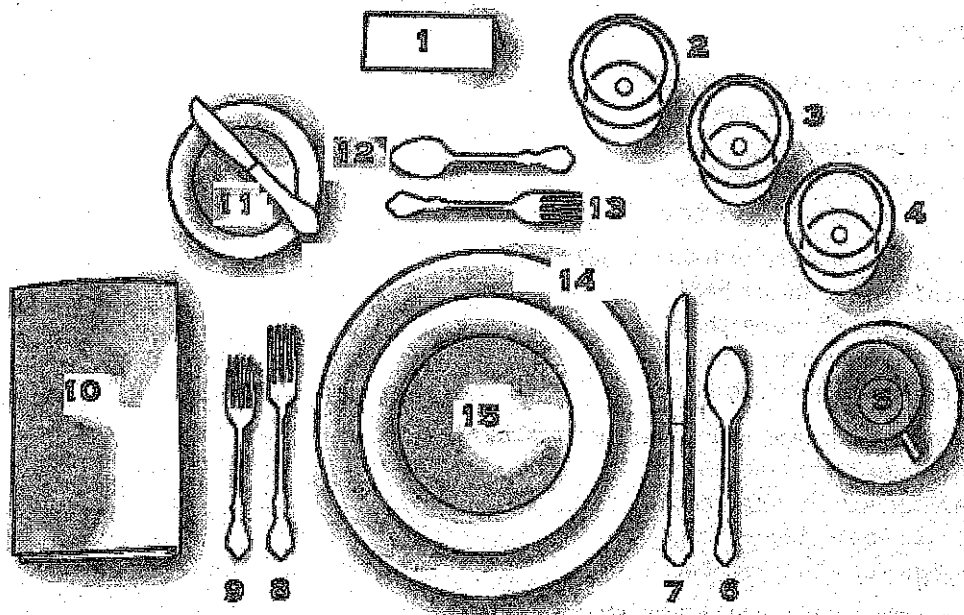
- E ~~D~~ Scullery
 B Queen Mary
 A Chaffing Dish
 F French Passing
 G ~~C~~ Russian Service
 F Corkscrew
 C Tray Jack

- 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>9</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>6</u> | Teaspoon | <u>3</u> | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| <u>12</u> | Soup Spoon | <u>14</u> | Service Plate |
| <u>15</u> | Salad Plate | <u>2</u> | Wine Glass (White) |
| <u>2</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 5 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream Sugar
- Synchronized service is when: one after another
- What is generally indicated on the name placard other than the name? Company
- The Protein on a plate is typically served at what hour on the clock? Dinner
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Ask Kitchen

Bartenders Test

Score / 35

Multiple Choice (6 points)

400/0

1) Carbonation _____ the rate of intoxication.

- a) Slows down
- b) Speeds up
- c) Does nothing to

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

3) You can accept an expired ID as long as all other information is correct.

- a) True
- b) False

4) If someone has had too much to drink, serving them coffee will help sober them up.

- a) True
- b) False

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

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)

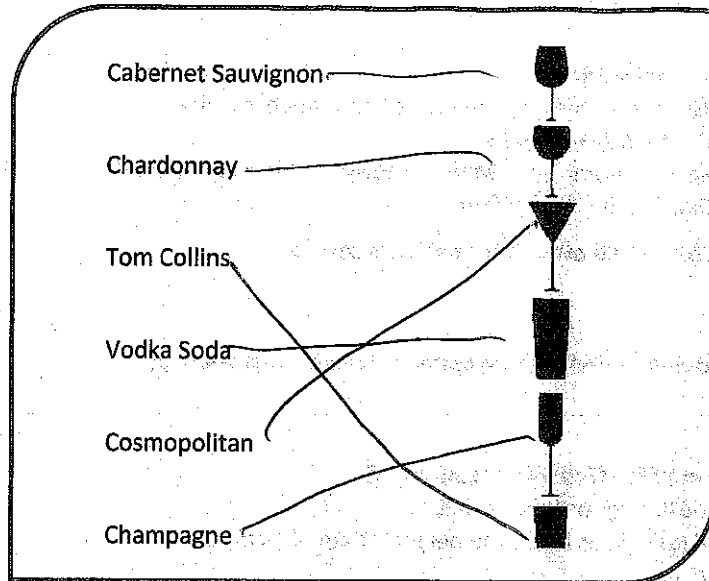
Match the word to its definition

- 1 "Straight Up"
- ~~2~~ Shaker Tin
- ~~3~~ "Neat"
- ~~4~~ Muddler
- ~~5~~ Strainer
- 6 Jigger
- 7 Bar Mat
- 8 "Float"
- 9 "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): _____

What are the ingredients in a Manhattan? _____

What are the ingredients in a Cosmopolitan? _____

What are the ingredients in a Long Island Iced Tea? _____

What makes a margarita a "Cadillac"? _____

What is simple syrup? _____

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

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

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

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

What are the ingredients in a Margarita? _____