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PROFILE

I have over 5 years of experience in customer service and would love a new opportunity to grow in the restaurant industry. I am a hard worker and can adapt quickly, and I'm very friendly and accommodating. I'm excited to learn something new and expand my customer service skills.

EXPERIENCE

YELLOW VASE, SERVER/BARISTA, PALOS VERDES ESTATES, CA – MARCH 2015- PRESENT

- *Assist guests with making menu choices
- *Accurately record guests orders and effectively communicate with kitchen for any special requests.
- *Run food to tables quickly and efficiently
- *Prepare specialty coffee drinks/ manual espresso machine/ latte art experience
- *Managed opening and closing duties including reconciliation of cash drawer

CAREGIVER/ CNA, MANHATTAN BEACH, CA- NOV. 2013- FEB 2015

- *Provided full time care to an elderly woman
- *Managed medications, patients hygiene, and household duties.

IN N OUT BURGER, COOK/CASHIER, BUENA PARK, CA- APR. 2010- NOV. 2013

- *Level 6 associate/ prepared and cooked burgers to order
- *Took orders in both the dining room and drive thru
- *Maintained a clean work space and dining room
- *Provided excellent customer service

THE COFFEE BEAN AND TEA LEAF, BARISTA/CASHIER, HERMOSA BEACH, CA- JULY 2008- MAY 2010

- *Prepared specialty coffee drinks
- *Greeted customers and took orders quickly and accurately
- *Kept dining area clean and stocked

REFERENCES

Grant Carroll- Manager/ Yellow Vase- 310-357-9727

Lorena Garcia- Friend/Former classmate- 714-388-9030

C 1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?

- a) 20 minutes
- b) 30 minutes
- c) 60 minutes

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b 2) What are the basic ingredients of a Latte?

- a) Milk, Espresso, Whipped Cream
- b) Espresso, Steamed Milk
- c) Water, Espresso, and Foam

b 3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?

- a) 2 minutes
- b) 4 minutes
- c) 5 minutes

a 4) When steaming milk for a beverage, what temperature should you steam the milk to?

- a) 150-160 degrees
- b) 190-200 degrees
- c) 120-130 degrees

C 5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?

- a) 8 seconds
- b) 20 seconds
- c) 10 seconds

C 6) What do you do if a customer says their latte does not taste like there is espresso in it?

- a) Tell them you made the drink according to the recipe so it should be fine
- b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
- c) Apologize to the customer and remake their drink according to standards
- d) Walk away and have another barista remake their drink

b 7) You can re-steam milk _____?

- a) Only Once
- b) Never
- c) Sometimes
- d) Always

C 8) What is the proper ratio of coffee grounds to water?

- a) 2 Tablespoons coffee to 6oz water
- b) 2 Tablespoons coffee to 8oz water
- c) 1 Tablespoon coffee to 6oz water
- d) 2 Teaspoons coffee to 8oz water

C 9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?

- a) Make their drink with regular milk and hope they do not notice
- b) Apologize and ask the customer to come back tomorrow
- c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
- d) Inform your manager we are out of soy

a 10) Decaffeinated coffee is 100% caffeine free?

- a) True
- b) False

C 11) What are the basic ingredients in a cappuccino?

- a) Coffee, Milk, Foam
- b) Espresso, Foam
- c) Espresso, Steamed Milk, Foam
- d) Espresso, Cream, Foam

a 12) What is a café au lait?

- a) Coffee, Steamed Milk
- b) Coffee, Cold Milk
- c) Coffee, Cream, Sugar
- d) Espresso, Cold Milk

C 13) What does "half caf" mean?

- a) Half cream and half regular milk
- b) Half as much coffee as normal
- c) Half regular and half decaf coffee

C 14) What does it mean when a customer requests their cappuccino "dry"?

- a) Less milk and ~~more~~ foam
- b) No milk and lots of foam
- c) Extra foam
- d) No foam and no milk

b 15) What is an Americano?

- a) Regular drip coffee
- b) Espresso with water
- c) Coffee with cream
- d) Iced coffee