

ALFRED H. MacCALLA III

Career Objective

Seeking a position where my customer service and organizational skills will prove to be an asset to the company's brand.

CORE EXPERTISE

- * Professional appearance and demeanor with excellent verbal and written communication skills
- * Well-trained and experienced in customer service with exceptional business etiquette
- * Strong work ethic and trustworthy, with the ability to work independently as well as within a team
- * Over ten years of experience in multiple event and office settings
- * Proficient with Medisoft, KIPU, Microsoft Office: Word, PowerPoint, Lotus, Excel, Typing and 10-Key by touch

EDUCATION/TRAINING

<i>Bartending Course</i>	ABC Bartending School – Los Angeles, CA	2016
<i>Medical Office Administrator Certificate</i> U.S. Colleges of Health & Human Services	Montclair, CA	2013

PROFESSIONAL EXPERIENCE

Alvarez & Co Bartending	Los Angeles, CA	2016 - Present
Provide bartending services on an "on call" basis for private events. Services include setting up bar equipment and beverage items, establishing professional and pleasant rapport with customers, mixing and serving beverages, maintaining a clean, organized workspace, and complying with California alcoholic beverage laws.		
Manpower Placement Agency	Encino, CA	2015 - Present
Customer Service Representative/Receptionist/Administrative Assistant: Perform various tasks depending upon clients' needs. Projects have included front office, inventory, and call center duties.		
Solid Landings Behavioral Health	Costa Mesa, CA	2014 - 2015
Behavioral Health Technician. Administered intake process for new residents; Maintained sensitive files; Monitored residential area to maintain security, health and safety of clients; Communicated with residents, case managers, medical stakeholders and other staff members to transfer information to ensure continuous, proper care for each resident. Made informed decisions to escalate matters as needed in emergency situations.		
QTC Management, Inc.	Diamond Bar, CA	Temp in 2013
Medical Record Clerk. Maintained master patient index by completing assigned portion of daily audit trail; corrected and communicated problems according to established procedures. Initiated medical records by creating and processing patient care files. Conformed to HIPPA regulations in handling of patient records.		
County Of Los Angeles	Los Angeles; Pomona, CA	2008 - 2012
Fingerprint Technician (2010-2012). Reviewed state and county databases to conduct specific case research for applicants seeking public assistance; Photographed applicants and scanned fingerprints to ensure identity verification; Performed administrative duties including fielding calls, conferring with other county and state departments, recordkeeping, electronic file management, and document filing; Prepared and reported case discrepancies to fraud task force.		
Administrative Assistant (2008-2010) Performed multiple administrative duties, including reception, data entry, filing, record management, photocopying, electronic mail, faxing, and mailroom procedures; Maintained Fire Department purchasing/procurement database; Coordinated charity events and staff meetings; Assisted with meeting planning logistics and travel; Assisted supervisors with special projects.		
University of Southern California	Los Angeles, CA	2006 - 2007
Customer Service Representative: Created student, staff and faculty ID/Key Access/Discretionary cards, utilizing four software programs; processed financial transactions for students and staff.		

Multiple Choice (6 points)

C 1) Carbonation _____ the rate of intoxication.

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

F

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

M Muddler

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

S Strainer

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

J Jigger

f.) Used to mix cocktails along with a pint glass and ice

B Bar Mat

g.) Used on the bar top to gather spills

D "Float"

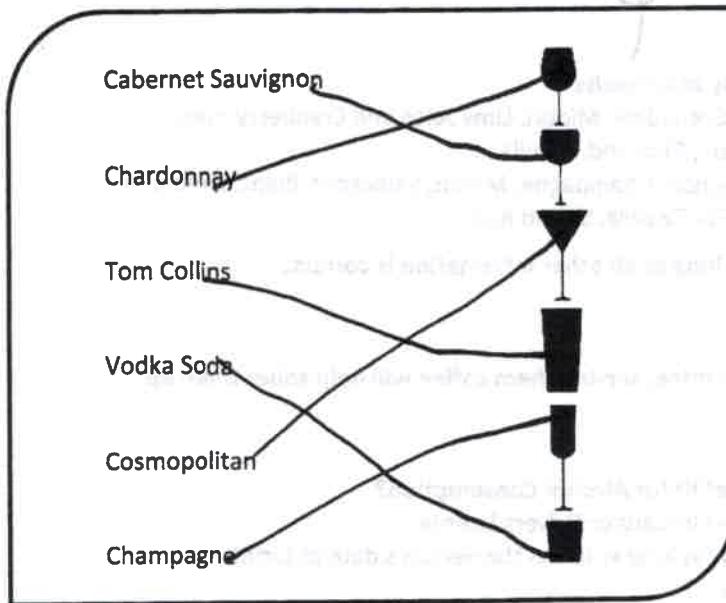
h.) Requesting a separate glass of another drink

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): Patron, Johnny Walker, Whiskey, Sweet Vermouth, Dash of bitters

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

What are the ingredients in a Cosmopolitan? Vodka, Sour, Cranberry

What are the ingredients in a Long Island Iced Tea? float of grand mariner

What makes a margarita a "Cadillac"? Sugar water

What is simple syrup? No - Marry to bottles

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

When is it OK to have an alcoholic beverage while working? No

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

What are the ingredients in a Margarita? Tequila, Sour, Lime Juice