

510-205-5167 **James C Henderson** [jhenderson630@gmail.com](mailto:jhenderson630@gmail.com)

---

**Acrobat Outsourcing – Server/Bartender**

2008-2010

- Provide Customer Service to Guests
- Set Up, Serve, and Clean Up for Fine Dining
- Food Runner for Large Company Parties
- Bartender for Large Parties
- Cocktail and Hor d'oeuvres Waiter

**Romano's Macaroni Grill - Server**

10/06 to 4/07

- Provide Customer Service to Guests
- Take Orders and Deliver Food.
- Utilize Suggestive Selling Techniques to Maximize Profits

**Tumbleweed Mesquite Grill & Bar –Server/Trainer/Checker**

4/00 to 7/02

- Provide Customer Service to Guests
- Take Orders and Deliver Food
- Utilize Suggestive Selling Techniques to Maximize Profits
- Train New Employees
- Check Out Coworkers to Ensure Stations are Clean and Side Work is Completed

**Penn Station East Coast Subs – Assistant Manager**

4/99 to 4/00

- Provide Customer Service for Quality Assurance
- Count Register to Record Profits
- Train New Employees
- Maintain Labor/Profits ratio
- Cook

**Oxmoor Country Club – Cook**

6/98 to 4/99

- Line Cook for Lunch and Dinner
- Carver for Banquets
- Display Food for Banquets
- Prepare and Cook for Banquets
- Plate Meals for Banquets
- Set and Refill Buffet for Banquets

**Nobel Roman's Pizza – Cook**

6/97 to 5/98

**Little Ceasar's Pizza – Cook**

6/96 to 6/97



**Bartenders Test**

**Score / 35**

**Multiple Choice (6 points)**

32.5/35 = 93%

- C 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

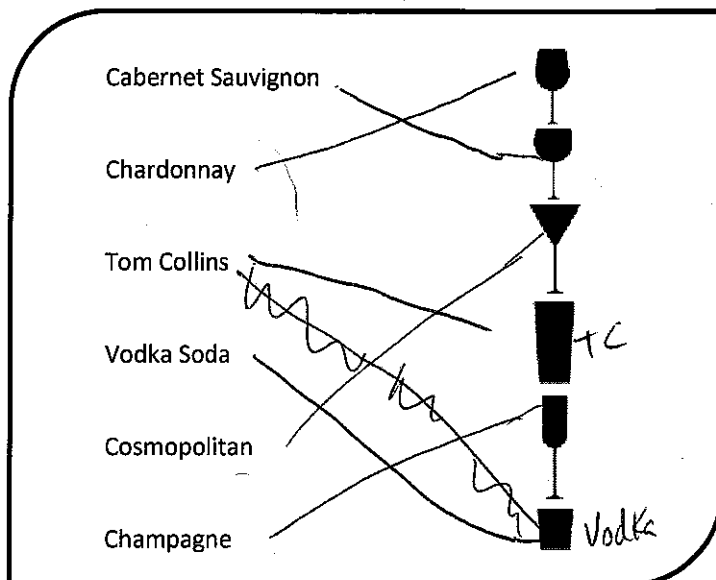
**Vocabulary (9 points)**

Match the word to its definition

- |                        |  |
|------------------------|--|
| <u>C</u> "Straight Up" | <del>a.)</del> Used to crush fruits and herbs for craft cocktail making                                      |
| <u>F</u> Shaker Tin    | <del>b.)</del> Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>I</u> "Neat"        | <del>c.)</del> To serve chilled liquor in a chilled stemmed cocktail glass with no ice                       |
| <u>A</u> Muddler       | <del>d.)</del> To pour 1/2 oz of a liquor on top   |
| <u>B</u> Strainer      | <del>e.)</del> Used to measure the alcohol and mixer for a drink   |
| <u>E</u> Jigger        | <del>f.)</del> Used to mix cocktails along with a pint glass and ice   |
| <u>G</u> Bar Mat       | <del>g.)</del> Used on the bar top to gather spills  |
| <u>D</u> "Float"       | <del>h.)</del> Requesting a separate glass of another drink  |
| <u>H</u> "Back"        | <del>i.)</del> 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, Blanton's, ~~Sage~~ Bombay Sapphire

What are the ingredients in a Manhattan?

2 shots <sup>whiskey</sup> bourbon 1 shot sweet vermouth 2 dashes bitters

What are the ingredients in a Cosmopolitan?

vodka, triple sec, cranberry juice, lime

What are the ingredients in a Long Island Iced Tea?

gin, rum, vodka, tequila, ~~dash~~ splash of <sup>sweet sour or</sup> coke

What makes a margarita a "Cadillac"?

Blue curacao shot of grand marnier

What is simple syrup?

Sugar mixed in water

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

no many

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

dump the ice

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

What are the ingredients in a Margarita?

tequila, orange liqueur like triple sec, <sup>sweet sour mix</sup> or lime

-15

Name James Henderson

**Servers Test**

Score / 35

**Multiple Choice**

25/35 = 71%

- 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
- 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
- D 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
- B AB 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

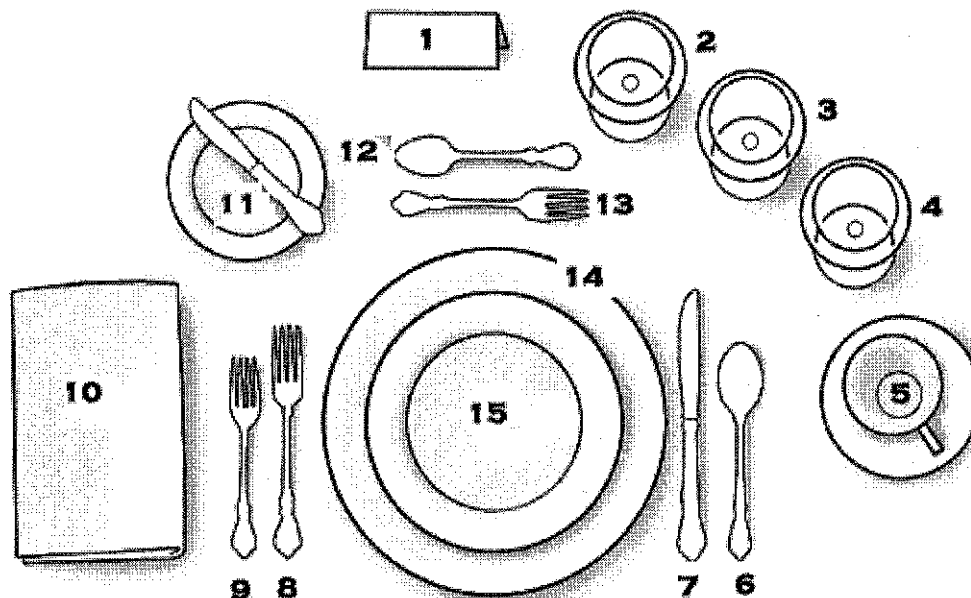
**Match the Correct Vocabulary**

- |                                   |   |
|-----------------------------------|---|
| <u>D</u> Scullery                 | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</u> Queen Mary               | <u>B</u> 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) |
| <u>A</u> Chaffing Dish            | <u>C</u> Used to hold a large tray on the dining floor  |
| <u>B</u> <u>G</u> French Passing  | <u>D</u> Area for dirty dishware and glasses  |
| <u>G</u> <u>B</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>F</u> Corkscrew                | <u>F</u> Used to open bottles of wine   |
| <u>C</u> Tray Jack                | <u>G</u> Style of dining in which the courses come out one at a time  |

Name James Henderson

**Servers Test**

Score / 35



**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                 |
| 12 <u>6</u> | Teaspoon              | <u>2</u>  | Wine Glass (Red)             |
| <u>13</u>   | Dessert Fork          | <u>9</u>  | Salad Fork                   |
| 6 <u>12</u> | Soup Spoon            | <u>14</u> | Service Plate                |
| <u>15</u>   | Salad Plate           | <u>3</u>  | Wine Glass (White)           |
| <u>4</u>    | Water Glass           |           |                              |

**Fill in the Blank**

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar & Cream
- Synchronized service is when: multiple servers are serving one table all plates served at the same time
- What is generally indicated on the name placard other than the name? seating number
- The Protein on a plate is typically served at what hour on the clock? 3 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Tell the chef

meal choice