

Cynthia Witcher

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Professional Profile

I am seeking a Bartending position with a respected organization that values leadership, creativity, and results. I have utilized my experience in Human Resources and Customer Service as a foundation as I reentered the workforce and transitioned to working as a Bartender, Cook, Chef-Assistant and Server for the last 4-years through two staffing/temp agencies and a Catering Service.

Education:

Bachelor of Business Administration
Bartenders/TIPS Certification

Professional Certification and Membership:

PHR, Professional in Human Resources Certification/SHRM, Society for Human Resource Management
Bartenders/TIPS Certification and Food Handlers Certification

Experience for Bartending - Worked Various Venues as an Independent contractor

- Mathematical aptitude to quickly, calculate checks, credit cards, and make monetary change.
- Strong adaptability to POS systems and accurately balancing a cash register.
- Mastery of classic cocktail recipes
- Inventory control - Mix and pour juices according to projected business goals.
- Sliced and pitted fruit and filled ice bins with crushed or cubed ice.
- Upbeat personality and organized
- Collaborative team player with leadership and coaching skills
- Prepare and serve permanent and portable bars operating at various venues under various conditions
- Maintain a positive working relationship with fellow staff and management.
- Greet newly seated guests in a friendly and timely manner.
- Assess guest demeanor if necessary bring to the attention of a management.
- Follow ID card check system (FLAG)
- Strictly abide by all state liquor regulations, particularly in regards to intoxicated persons and minors.
- Effectively handled customer complaints and special requests.
- Clean and stock glassware assisted with beverage service and transported dishes to the kitchen.
- Set up special events and private parties.
- Consistently maintain a clean service area and quickly removed debris accumulated at the bar.
- Provided fast, friendly, professional service to all guests and beverage servers.
- Drive sales and promote current upsells per business objective.
- Consistently keep bar and work areas clean and sanitary in compliance with bar standards and local, state, and federal laws.

Work History

2016 to Current	Acrobat Outsourcing Bartending, Cook, Server and Hostess
2014 to Current	Night and Day Staffing, Bartending, Chef, Assistant Chef, Server, Waiter and Hostess
2012 to 2015	A&E Gourmet Catering Service, Catering Assistant
2004 to 2012	Homemaker, La Habra, CA (raised children)
2001 to 2004	HR Generalist and Benefits Administrator, Commerce Energy Group, Costa Mesa, CA
2000 to 2001	Human Resources Manager, OneTouch Technologies, Laguna Niguel, CA
1996 to 2000	Human Resources Generalist, Simplified Benefits, Corona, CA
1995 to 1996	HR Recruiter and Generalist, AAA Employment Services, Mt Prospect, Illinois
1993 to 1995	Customer Service Trainer, Arrowhead Water, Los Angeles, CA

Multiple Choice (6 points)

- B 1) Carbonation _____ the rate of intoxication.
a) Slows down
b) Speeds up
c) Does nothing to *—most people Believe it speeds up.*
- 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

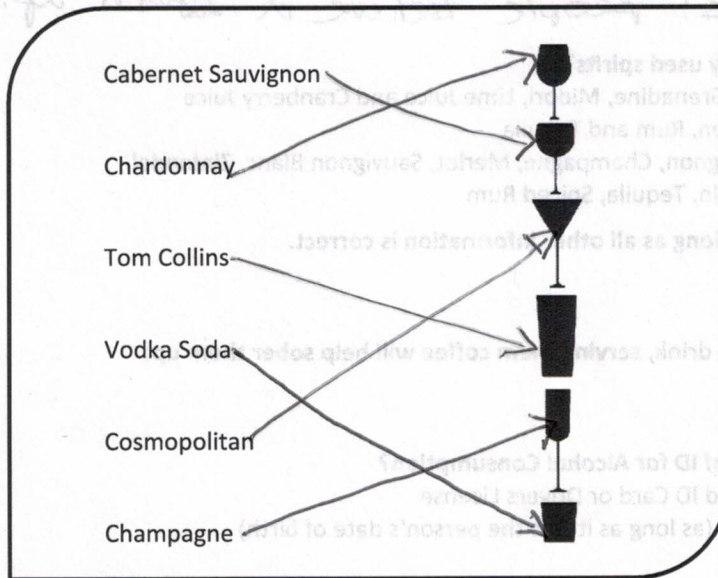
Vocabulary (9 points)

Match the word to its definition

- | | |
|-----------------------------------|---|
| <u>C I</u> "Straight Up" | a.) Used to crush fruits and herbs for craft cocktail making |
| <u>E</u> Shaker Tin | b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>I C</u> "Neat" | c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice |
| <u>A</u> Muddler | d.) To pour ½ oz of a liquor on top |
| <u>B</u> Strainer | e.) Used to measure the alcohol and mixer for a drink |
| <u>E</u> Jigger | f.) Used to mix cocktails along with a pint glass and ice |
| <u>G</u> Bar Mat <i>spill mat</i> | g.) Used on the bar top to gather spills |
| <u>D</u> "Float" | h.) Requesting a separate glass of another drink |
| <u>H g</u> "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):

Grey Goose Vodka, Bombay Gin, Don Jose Tequila

What are the ingredients in a Manhattan?

Bourbon, Bitters, Sweet Vermouth

What are the ingredients in a Cosmopolitan?

Vodka, Cranberry Juice, Peach Schnapps

What are the ingredients in a Long Island Iced Tea?

Rum, Vodka, Gin, Tequila, Triple Sec

What makes a margarita a "Cadillac"?

Stevie, Coke

What is simple syrup?

NOT THE REGULAR TRIPLE SEC / ORANGE

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

NO - "MARRING THE BOTTLES"

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

Empty The ENTIRE CONTAINER

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

Toss glass, RINSE AND REfill WITH FRESH ICE

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

ADD THE OLIVE OR ONION

What are the ingredients in a Margarita?

TEQUILA, S&S OR MARGARITA MIX

LIME JUICE - BLEND OR SHAKE

Name CYNTHIA WITCHER

Servers Test

Score 24 / 35

Multiple Choice

- B 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
- 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
c) On the right side with the left hand
d) On the right side with the right hand
- B 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 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

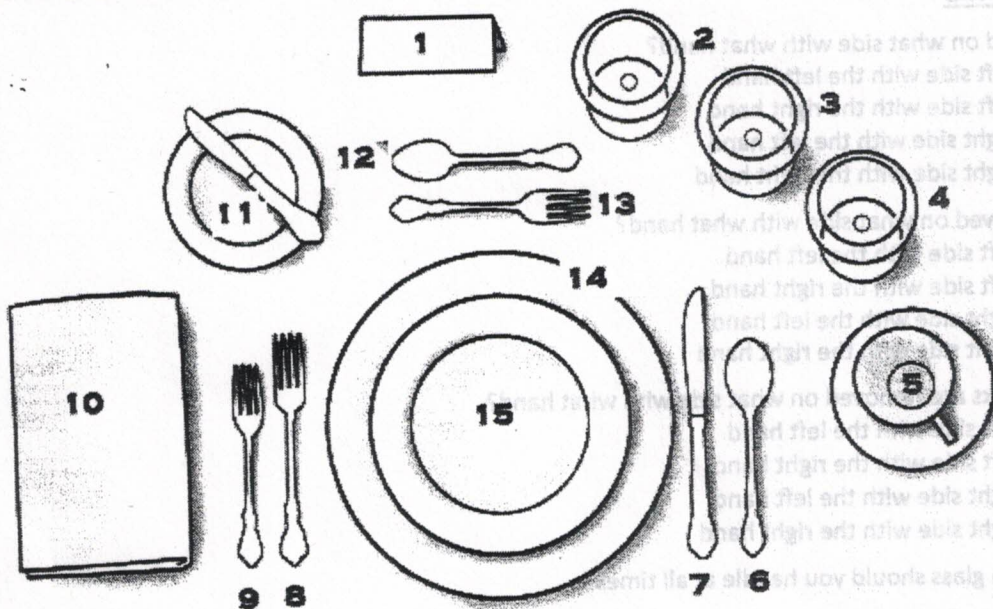
C Tray Jack

- 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 CYNTHIA WITCHER

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

10
11

Napkin

Bread Plate and Knife

1
12

Name Place Card

Teaspoon

13
6

Dessert Fork

Soup Spoon

15
4

Salad Plate

Water Glass

8
5

Dinner Fork

Tea or Coffee Cup and Saucer

7
2

Dinner Knife

Wine Glass (Red)

9
14

Salad Fork

Service Plate

3

Wine Glass (White)

UNIVERSAL
OFFER

Fill in the Blank

- The utensils are placed 1.5 inch from edge inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? CREAM, SUGAR, NAPKIN, & PLATE
- Synchronized service is when: A lead designates a table for your team
- What is generally indicated on the name placard other than the name? THE TABLE NUMBER
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock (maybe 6)
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
ID THEIR NAME PAGE tag. Notify the lead & Remen

Multiple Choice (1 point each)

- D 1) A gallon is equal to _____ ounces
- a. 56
 - b. 145
 - c. 32
 - d. 128
- A 2) Mesclun are what type of vegetable?
- a. Roots
 - b. Beans
 - c. Salad Greens
 - d. Spices
- C 3) What does the term braise mean?
- a. Sear quickly on both sides
 - b. Slowly cook in covered pan with little liquid
 - c. Cook on high heat and quickly
 - d. Slowly cook in simmering water
- C 4) At what internal temperature must chicken be cooked so that it is safe to eat?
- a. 155 degrees F
 - b. 165 degrees F
 - c. 175 degrees F
 - d. 185 degrees F
- A 5) How do you blanch vegetables?
- a. Immerse for a short time in boiling water
 - b. Cook lightly in butter over med heat
 - c. Soak in cold water overnight
 - d. Rub with salt before cooking
- C 6) Which of the following ingredients would you pack before measuring?
- a. Olive Oil
 - b. Salt
 - c. Brown Sugar
 - d. White Sugar
- a 7) What is Al Dente?
- a. Firm but not hard
 - b. Soft to the touch
 - c. Very hard
 - d. Very soft
- C 8) Food should be left out no more than
- a. 2 hours
 - b. 3 hours
 - c. 4 hours
 - d. 5 hours

Prep Cooks Test

D 9) Which is the improper way to thaw frozen food?

- a. In the fridge
- b. In a sink with cold water
- c. On the counter
- d. In the microwave

A 10) Which of the following can you use to put out a grease fire?

- a. Baking Soda
- b. Baking Powder
- c. Flour
- d. Water

B 11) What is the temperature range of the danger zone?

- a. 25-135
- b. 40-140
- c. 50-160
- d. 30-130

D 12) Which of the following is listed from smallest to largest?

- a. Dice, chop, mince
- b. Mince, chop, dice
- c. Chop, dice, Mince
- d. Mince, dice, chop

BAC 13) Which direction should pan handles be turned while cooking on the stove?

- a. Over the fire at all times
- b. Turned towards you for better control
- c. Turned towards the right or left at all times
- d. Over the countertop at all times

C 14) When you poach something, you cook it with what?

- a. Noodles
- b. Vegetables
- c. Liquid
- d. Oil

BAC 15) Which spoon is used to remove fat from soups and stews

- a. Basting Spoon
- b. Ladle
- c. Slotted Spoon
- d. Portion Spoon

B 16) Which of the following means to cook in a small amount of fat?

- a. Season
- b. Sauté
- c. Broil
- d. Boil
- e. Fry

B 17) What is a Julien cut?

- a. Food cut into long thin strips, matchstick
- b. Food cut into long thin strips then turned and cut into a 1/8' dice
- c. Food diced into finely chopped and uniform pieces
- d. Cutting and peeling into oblong seven sided football like shapes

A 18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.

- a. Sweat
- b. Boil
- c. Roast
- d. Grill

C **Fill-in the Blank** (1 point each)

19) SALT & Pepper are the basic seasoning ingredients for all savory recipes.

20) Mince : to cut into very small pieces when uniformity of size and shape is not important.

Chop

- a. 165 degrees F
- b. 175 degrees F
- c. 185 degrees F

A 21) How do you blanch vegetables?

- a. Immerse for a short time in boiling water
- b. Cook lightly in butter over med heat
- c. Soak in cold water overnight
- d. Rub with salt before cooking

C 22) Which of the following ingredients would you pack before measuring?

- a. Olive Oil
- b. Salt
- c. Brown Sugar
- d. White Sugar

A 23) What is Al Dente?

- a. Firm but not hard
- b. Soft to the touch
- c. Very hard
- d. Very soft

C 24) Food should be left out no more than

- a. 2 hours
- b. 3 hours
- c. 4 hours
- d. 5 hours