

CANDICE WILLIAMS

San Francisco, Ca. 94121 | H: 415-849-5198 | CandiceE1972@gmail.com

SUMMARY

I am an energetic, self-motivated and detail oriented restaurant professional. I enjoy enhancing my knowledge of service, food, beverage and all aspects of the hospitality industry. I take great pride in delivering the highest standards of hospitality and have an impeccable eye for detail. I have excelled in upscale establishments as well as casual settings. I am a true team player and can also work well independently. I have great success in leadership roles as well as being a great staff member under an existing passionate and driven leader.

Proficiencies

- Aloha
- Micros
- Squirrel
- Word/Excel
- Open Table

EXPERIENCE

02/2012 to 08/2016

Owner/Operator/Lead Server/Trainer Hospitality Staffing Agency

Portland, Oregon

Providing upscale service to high end clients in the downtown and greater Portland area.

09/2004 to 10/2011

Food Server/Lead Trainer/Expo/Shift Leader

Hillstone Restaurant Group- Gulfstream - Newport Beach, CA

Efficiently multi-task in a high volume, disciplined environment. Upholding the highest standards of food, beverage and all aspects of service. Constantly seeking further knowledge of their food, beverages, service and being an excellent ambassador of Hillstone Restaurant Group as a whole. Conducting all new hire orientations and extensive training of front of house staff. Shift lead and expo on various nights to support management staff.

07/2001 to 09/2004

Food Server/ Trainer/ Food Runner/ Expo

The Cheesecake Factory - Newport Beach, CA

High volume, full service fast paced restaurant duties including dining room serve, barista duties, extensive training of new servers on the floor and in a classroom setting. Expo and food run during busiest shifts.

REFERENCES

Mike Grant - Executive General Manager Hillstone 949-718-0188

Joe Panicola - Executive Kitchen Manager Hillstone 949-718-0188

Peter Knaust - General Manager Cheesecake Factory 949-720-8333

for State - **Re-Art Food Handler Training & Testing**

grants a

Certificate of Completion
to
CANDICE WILLIAMS

In recognition for completing *With Honors* the



Certificate ID: 2014-1051891 Issued: 2/5/2014 Expires: 2/5/2017

Official Issuer: *Re-Art*

Bartenders Test

Score / 35

Multiple Choice (6 points)

D 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

33 / 35

Vocabulary (9 points)

Match the word to its definition

C "Straight Up"

a.) Used to crush fruits and herbs for craft cocktail making

E 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

A Muddler

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

B Strainer

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

E Jigger

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

G 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

Servers Test

Multiple Choice

35/35

A 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

D 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

A 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

B Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E Queen Mary

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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

F French Passing

D. Area for dirty dishware and glasses

B Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

C Tray Jack

G. Style of dining in which the courses come out one at a time