

Name

Margie Gonzalez

Servers Test

Score 24/35

Multiple Choice

C 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/C 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

G French Passing

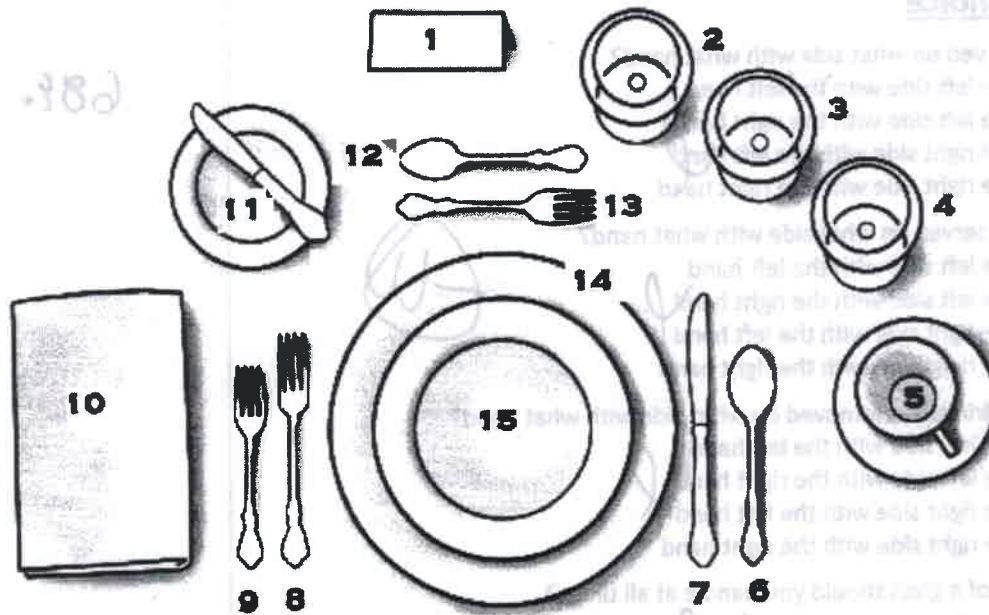
B Russian Service

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 _____
Servers Test **Score / 35**



Match the Number to the Correct Vocabulary

- | | | | |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin | <u>6</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 |
| <u>12</u> | Teaspoon | <u>3</u> | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| <u>12</u> | Soup Spoon | <u>14</u> | Service Plate |
| <u>15</u> | Salad Plate | <u>4</u> | Wine Glass (White) |
| <u>2</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 2 4 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar Caddy, Lemon, Wedges
- Synchronized service is when: All serving exactly the same time
- What is generally indicated on the name placard other than the name? Seating #
- The Protein on a plate is typically served at what hour on the clock? 15
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
In form the Kitchen Manager and serve w/ the rest of the table.

Bartenders Test

Score / 35

Multiple Choice (6 points)

- 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)

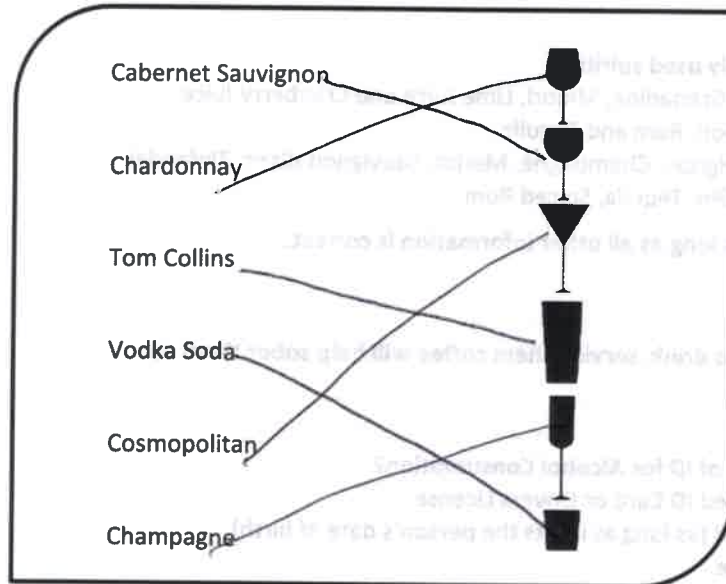
Match the word to its definition

- I "Straight Up"
F Shaker Tin
C "Neat"
A Muddler
B Strainer
E Jigger
G Bar Mat
D "Float"
H "Back"

- a.) Used to crush fruits and herbs for craft cocktail making
b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured
c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice
d.) To pour ½ oz of a liquor on top
e.) Used to measure the alcohol and mixer for a drink
f.) Used to mix cocktails along with a pint glass and ice
g.) Used on the bar top to gather spills
h.) Requesting a separate glass of another drink
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):

Sky Vodka, Tanqueray Gin, Jack Daniel's Whiskey

What are the ingredients in a Manhattan?

Whiskey, Grenadine, Cherry, garn.

What are the ingredients in a Cosmopolitan?

Vodka, Trip, Cran, Shal.

What are the ingredients in a Long Island Iced Tea?

gin, vodka, Rum, trip, sec, S&S, coke

What makes a margarita a "Cadillac"?

Some times served with lime, tequila, gran marier, sos

What is simple syrup?

Sugar water

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

It is not legal to "Marry" any liquor or wine

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

"Boil" the ice & clean thoroughly

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

Never

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

in dirty martini - gin or vodka w/ olive

What are the ingredients in a Margarita?

tequila, trip, sec, S&S or Mars mix, ice, salted rim, lime from garnish

Margie Gonzalez

Hard Working, People Pleasing and Passionate

South El Monte, CA 91733

margiegonzalez1962@gmail.com - 9093523761

Over 30 years Hotel/Resort, Bar, Catering and Administrative experience

Don't let the number of jobs or years of experience fool or scare you! All that means is that I am a seasoned worker with many positive skills and attributes to bring to the table! Here's a little about me:

I am focused, but flexible

I am reliable and responsible

I am driven and dedicated.

I can be a fearless leader but not one to be feared (unless I have to bring the feared one out!)

I am a team player who will go above and beyond for the success of my team.

I am firm but fair

I take pride in my Work and recognize a job well done

I am punctual not predictable.

I am sensitive to the needs of others, but know when to draw the delicate line. My job won't be compromised.

I can take on a lot but not more than I can handle. I know how to prioritize, delegate when necessary in order to stay on task.

I know we are all human and life happens but I also know there's a job to be done and make it my priority.

I am silly sometimes, friendly all the time and if you want to ask anyone... I am pleasant to be around

I bring no drama to the workplace nor do I condone it being brought by others. (I've have a job to do so lets stop to it)

I am honest and respect the property of others.

Willing to relocate to: West Covina, CA - Los Angeles, CA - Arcadia, CA

Authorized to work in the US for any employer

WORK EXPERIENCE

CARETAKER (FULL ASSIST)

MARTINEZ FAMILY - South El Monte, CA - October 2012 to Present

Responsibilities

Assist Multiple Sclerosis patient and aging parents with all their needs: Cooking, Cleaning, Shopping, Laundry.

Assisting in bathroom and getting up, dressing and transferring MS patient from bed to wheelchair and again

but supervised at night. Fulltime Full Assist caretaker for elderly woman who eventually suffered and succumbed from dementia.

Accomplishments

Never say never. Do what you have to do even if you don't think you can. Respect the elderly even when they no longer know whats going on. We will be them one day. Be proud of what you have done and know that you have made life so much easier for a family because of your quickly self taught assistance.

Skills Used

Strength, patience, care, how to safely lift a person and transfer from point A to point B. Learned how to bath and dress them. Talk w patience and interest.

Margie Gonsky

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BARTENDER, SERVER, CATERING COORDINATOR/SERVER

ON THE BORDER MEXICAN RESTAURANT - Rancho Cucamonga, CA - May 2001 to December 2011

TRAINER MANAGERS,

ASSISTANT, TOOK ALL ON THE BORDER STORE LOCATIONS CATERING EVENT ORDERS AND SERVED MOST OF THEM, BARTENDER, SERVER

WAS A NEW STORE GRAND OPENING TRAINER, OPENED 4 LOCATIONS.

BARTENDER, SERVER, MANAGER ASSISTANT, TRAINER

OLD SPAGHETTI FACTORY - Rancho Cucamonga, CA - May 1998 to December 2001

SALES

• "WOW" CUSTOMER SERVICE, FOR SUPERVISOR, DEPENDABLE, RELIABLE, GOES ABOVE AND BEYOND, TEAM PLAYER, LEADER, LABOR AND COST CONSCIOUS, ATTENTIVE TO DETAIL, FOLLOWS COMPANY POLICY, GOOD EXAMPLE TO OTHER EMPLOYEES, WORKS WELL UNDER PRESSURE.

AWARDS:

• EMPLOYEE OF THE MONTH

Front Desk Clerk, Concierge, Catering Secretary, Food and Beverage, Executive Secretary

Ritz Carlton Hotel - Laguna Hills, CA - August 1984 to October 1987

5 STAR HOTEL THAT I WAS ON THE OPENING TEAM. I LEARNED SEVERAL DIFFERENT GUEST SERVICE POSITIONS LIKE CHECKING GUEST IN AND OUT, ASSISTING GUEST WITH PERSONAL NEEDS DINNER RESERV, ENTERTAINMENT ECT. TYPED UP CATERING EVENT ORDERS FOR MANAGER AND BANQUET CAPTAIN AND KITCHEN, ASSISTED THE EXECUTIVE FOOD AND BEVERAGE MANAGER TYPE CORRESPONDANCE, PAYROLL, MADE TRAVEL ARRANGEMENTS GREETED GUESTS INCLUDING MOVIE ACTORS AND ENTERTAINERS.

EDUCATION

HIGH SCHOOL DIPLOMA in Education Details

BISHOP ARMY MEMORIAL HIGH SCHOOL - La Puente, CA

September 1977 to June 1981

THE UNIVERSITY OF CHICAGO
DIVISION OF THE PHYSICAL SCIENCES
DEPARTMENT OF CHEMISTRY
5700 S. DICKINSON DRIVE
CHICAGO, ILL. 60637

TO THE EDITOR:
I am writing to you to inform you of the results of the experiments conducted by me and my colleagues in the Department of Chemistry, University of Chicago, during the past few months. The results are of great importance and I believe they will be of interest to you.

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Very truly yours,
[Signature]