

MICHAEL HUFFMAN

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SUMMARY

A positive, high-energy Food Server and experienced Bartender that easily tackles the long, busy days. An outperformer who consistently impresses with an unmatched work ethic and a talent for making order out of chaos. Advanced ability to navigate customers' moods, behaviors, and agendas. Dedicated to ensuring customer satisfaction by remaining accessible and friendly. Great interpersonal skills and aptitude for building rapport with customers, managers, and colleagues.

EMPLOYMENT HISTORY

Food Server – Print Works Bistro Greensboro, NC

4/14/2015 — 5/12/2016

- Often selected to wait on VIP, angered guests, or any other situation where exceptional service and personality was a must.
- Quickly moved up the ranks with better sections and parties for consistently playing my role in accordance with mission statements.
- Orchestrated and took charge of larger parties and avoided mishaps with ease.
- Became an even bigger foodie by the strict expectations of always knowing a changing menu, ingredients, and every wine by the glass. (78 wines vintner/variatal)
- Broadened attention to detail and easily communicated special orders and preferences to the Chef.

Food Server/Bartender – Carrabbas Italian Grill Greensboro, NC

9/20/2011 — 4/17/2015

- Performed multiple FOH roles as a bartender, hourly manager, and server promoting a love to always provide a great experience.
- A servers' favorite bartender here. I was fast, efficient, and treated their problems as mine.
- Enhanced my ability to diffuse, divert, and prevent adverse situations as an hourly manager.
- Expanded liquor knowledge and committed many drink recipes to memory.
- Achieved wine sales higher than company average by knowing wine list and foods they should accompany.

Food Server/Bartender – Ruby Tuesday Greensboro, NC

10/2/2007 — 9/15/2011

- Improved customer base as bartender and acquired many regular guests.
- Displayed outstanding work ethic and was a designated trainer for new servers.
- Thoroughness, speed, and initiative to help others resulted in a regular closing schedule.
- Promoted salesmanship by having the highest consistent per guest average.
- Mastered ability to remain calm at high volumes and easily served many tables at once.

Name Michael Huffman

Servers Test

Score / 35

Multiple Choice

- 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
- C 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 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

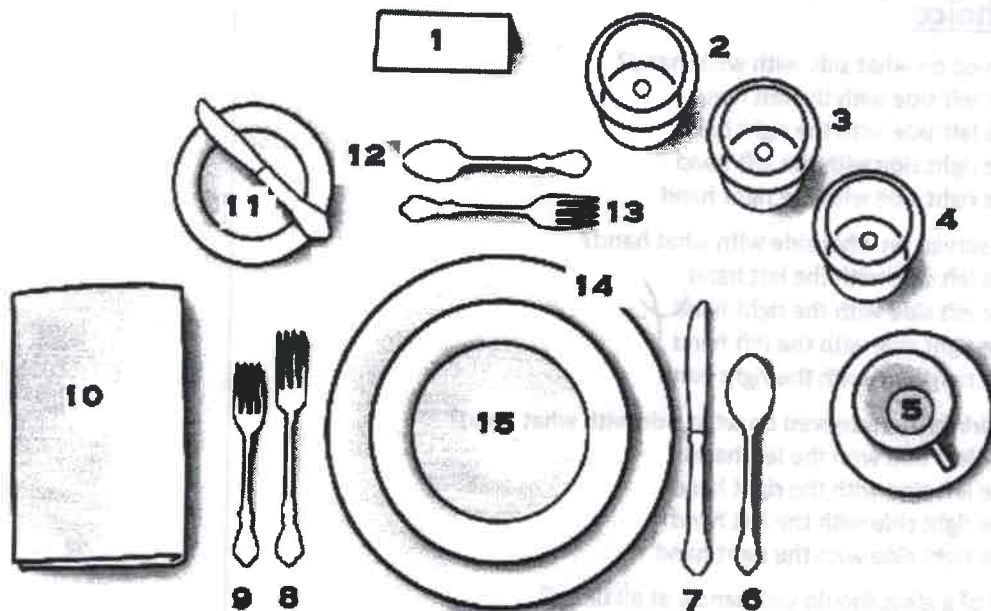
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>B</u> 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) |
| <u>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>E</u> French Passing | D. Area for dirty dishware and glasses |
| <u>G</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F. Used to open bottles of wine |
| <u>C</u> Tray Jack | 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>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 |
| <u>6</u> | Teaspoon | <u>4</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>3</u> | Wine Glass (White) |
| <u>2</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 2 inch(es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream/sugar
- Synchronized service is when: entrees come out at same time
- What is generally indicated on the name placard other than the name? venue name
- The Protein on a plate is typically served at what hour on the clock? 12
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
inform expeditor

- C 1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?
a) 20 minutes
b) 30 minutes
c) 60 minutes
- B 2) What are the basic ingredients of a Latte?
a) Milk, Espresso, Whipped Cream
b) Espresso, Steamed Milk
c) Water, Espresso, and Foam
- A 3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?
a) 2 minutes
b) 4 minutes
c) 5 minutes
- B 4) When steaming milk for a beverage, what temperature should you steam the milk to?
a) 150-160 degrees
b) 190-200 degrees
c) 120-130 degrees
- A 5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?
a) 8 seconds
b) 20 seconds
c) 10 seconds
- C 6) What do you do if a customer says their latte does not taste like there is espresso in it?
a) Tell them you made the drink according to the recipe so it should be fine
b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
c) Apologize to the customer and remake their drink according to standards
d) Walk away and have another barista remake their drink
- B 7) You can re-steam milk _____?
a) Only Once
b) Never
c) Sometimes
d) Always
- A 8) What is the proper ratio of coffee grounds to water?
a) 2 Tablespoons coffee to 6oz water
b) 2 Tablespoons coffee to 8oz water
c) 1 Tablespoon coffee to 6oz water
d) 2 Teaspoons coffee to 8oz water
- C 9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?
a) Make their drink with regular milk and hope they do not notice
b) Apologize and ask the customer to come back tomorrow
c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
d) Inform your manager we are out of soy

B 10) Decaffeinated coffee is 100% caffeine free?

- a) True
- b) False

C 11) What are the basic ingredients in a cappuccino?

- a) Coffee, Milk, Foam
- b) Espresso, Foam
- c) Espresso, Steamed Milk, Foam
- d) Espresso, Cream, Foam

C 12) What is a café au lait?

- a) Coffee, Steamed Milk
- b) Coffee, Cold Milk
- c) Coffee, Cream, Sugar
- d) Espresso, Cold Milk

C 13) What does "half ca" mean?

- a) Half cream and half regular milk
- b) Half as much coffee as normal
- c) Half regular and half decaf coffee

C 14) What does it mean when a customer requests their cappuccino "dry"?

- a) Less milk and more foam
- b) No milk and lots of foam
- c) Extra foam
- d) No foam and no milk

B 15) What is an Americano?

- a) Regular drip coffee
- b) Espresso with water
- c) Coffee with cream
- d) Iced coffee

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

C "Straight Up"

E Shaker Tin

L "Neat"

A Muddler

B Strainer

E Jigger

G Bar Mat

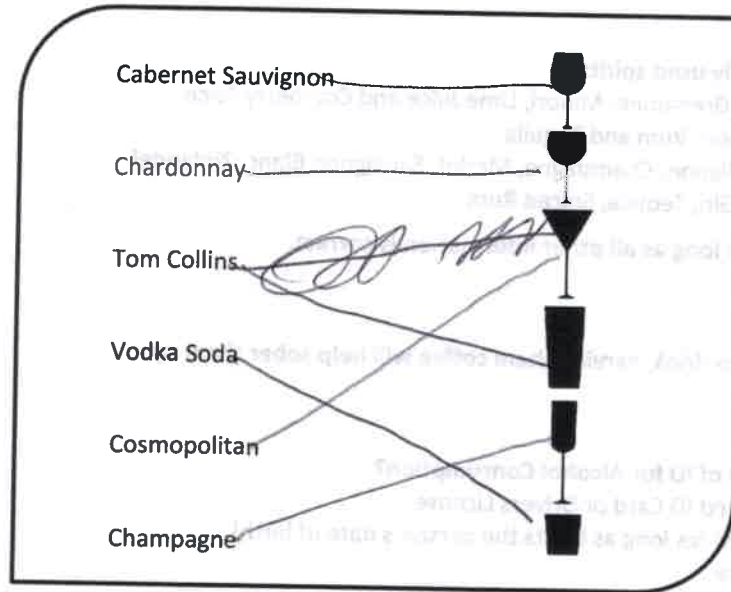
D "Float"

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): Grey Goose/Hennessy/Patron

What are the ingredients in a Manhattan? Bourbon/bitters

What are the ingredients in a Cosmopolitan? vodka/cranberry/trip sec/lime

What are the ingredients in a Long Island Iced Tea? vodka/tequila/rum/trip sec/gin

What makes a margarita a "Cadillac"? top shelf

What is simple syrup? sugar water

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

marrying is not legal

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

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/trip sec/sour