

- B 1) A roll of quarters is worth?
- a) \$5.00
 - b) \$10.00
 - c) \$15.00
 - d) \$20.00

- A 2) A roll of dimes is worth?
- a) \$5.00
 - b) \$4.00
 - c) \$3.00
 - d) \$2.00

- D 3) A roll of nickels is worth?
- a) \$8.00
 - b) \$6.00
 - c) \$4.00
 - d) \$2.00

- C 4) A roll of pennies is worth?
- a) \$1.00
 - b) \$0.75
 - c) \$0.50
 - d) \$0.25

- C 5) What does POS stand for?
- a) Patience over standards
 - b) Percentage of sales
 - c) Point of sales
 - d) People over service

- 9% 6) What is the current sales tax rate in your city 9% ?

- C 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?
- a) \$4.06
 - b) \$2.06
 - c) \$7.06
 - d) \$5.06

- B 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?
- a) \$19.50
 - b) \$14.50
 - c) \$9.50
 - d) \$4.50

- D 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?
- a) \$6.00
 - b) \$8.00
 - c) \$10.00
 - d) \$12.00

- A 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?
- a) \$78.50
 - b) \$58.50
 - c) \$38.50
 - d) \$28.50

Cashier Test

Score / 15

- A 11) Counterfeit pens should be used on which three denominations?
- a) \$20, \$50, \$100
 - b) \$10, \$20, \$50
 - c) \$5, \$50, \$100
 - d) \$10, \$20, \$50
- B 12) How many times should you count change when giving it to the customer?
- a) one
 - b) two
 - c) three
 - d) no need to count

Question & Answer:

- 13) What is the minimum age for legal alcohol purchases? 21
- 14) What are the acceptable forms of ID for alcohol purchases? DRIVERS LICENCE, PASSPORT
- 15) How many \$20 bills are in a bank band? ~~25~~ 100

Multiple Choice (6 points)

- B 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"

F Shaker Tin

I "Neat"

A Muddler

B Strainer

E Jigger

G Bar Mat

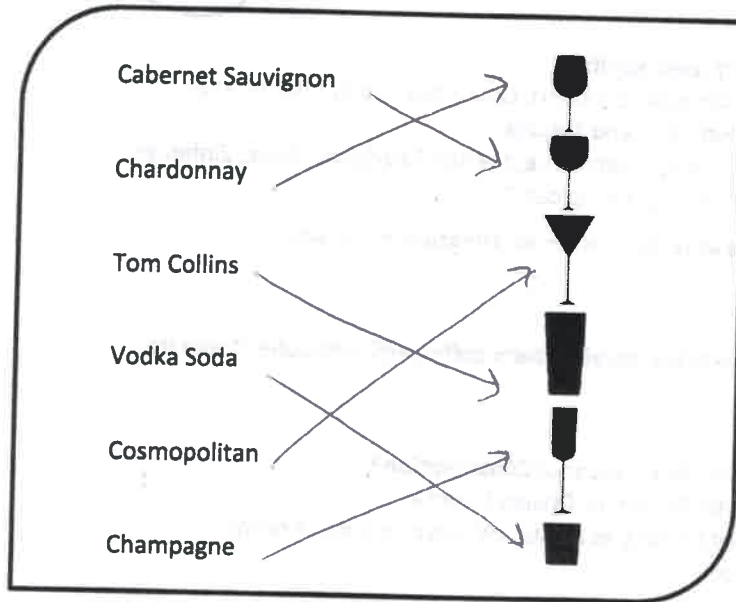
D "Float"

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, PATRON, JAMESON

What are the ingredients in a Manhattan? WHISKEY, SWEET VERMOUTH, BITTERS

What are the ingredients in a Cosmopolitan? VODKA, TRIPLE SEC, CRANBERRY JUICE

What are the ingredients in a Long Island Iced Tea? VODKA, GIN, TEQUILLA, RUM, COKE

What makes a margarita a "Cadillac"? TOP SHELF TEQUILLA

What is simple syrup? EQUAL PARTS WATER + SUGAR (BOILED)

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

YES



What should you do if you break a glass in the ice? CLEAN OUT ENTIRE ICE SINK, REFILL W/NEW ICE

When is it OK to have an alcoholic beverage while working? NEVER

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

What are the ingredients in a Margarita? TEQUILLA, LIME JUICE (ICE - BLENDED OR IN) TRIPLE SEC

Name CHRISTINA MATTHEWS

Servers Test

Score / 35

Multiple Choice

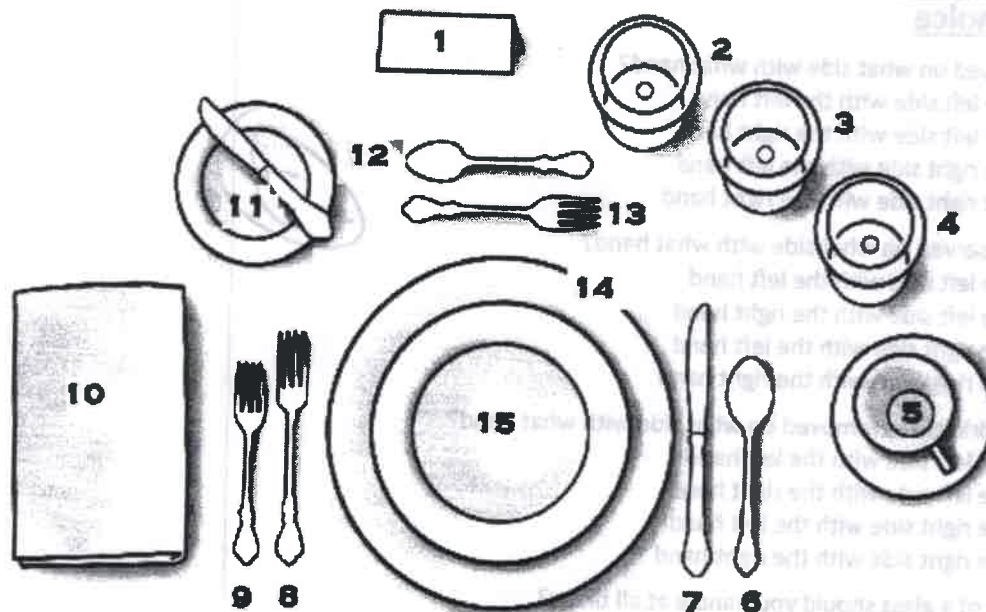
- A 1) Food is served on what side with what hand?
a) On the left side with the left hand
b) On the left side with the right hand
c) On the right side with the left hand
d) On the right side with the right hand
- D 2) Drinks are served on what side with what hand?
a) On the left side with the left hand
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 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>E</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>B</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>12</u> | Teaspoon | <u>4</u> ✓ | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| <u>6</u> | Soup Spoon | <u>14</u> | Service Plate |
| <u>15</u> | Salad Plate | <u>3</u> | Wine Glass (White) |
| <u>24</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 1"-2" inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? MILK, SUGAR (BISCUITS)
- Synchronized service is when: MULTIPLE SERVERS SERVE ALL GUESTS AT ONCE
- What is generally indicated on the name placard other than the name? TABLE NUMBER
- The Protein on a plate is typically served at what hour on the clock? 10-12 ✓
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
ALERT THE CHEF

CHRISTINA MATHEWS

6417 ½ Whitsett Ave, North Hollywood, CA 91606

323.381.0948

xtinaq@gmail.com

Objective

My goal is to expand upon the skills and knowledge that I have gained, and to apply my work ethic in a manner that would make me an invaluable asset to a company that values loyalty, dedication, honesty and excellent service.

Qualifications

I have a high standard of excellence for customer service. I'm a quick learner, highly motivated, detail-oriented and am able to multi-task in a fast-paced and high-pressure environment. I work cohesively in a team spirit and as an independent contributor, I am energetic, friendly, honest, and I have a positive attitude. I am also proficient with POS systems and am I am certified in TIPS Alcohol Awareness.

Education

Columbia College: Tarzana, CA 2004-2006

Acquired Bachelors Degree in Fine Arts for Film and Television with an Emphasis in Editing and Post Production.

Completed general educational classes, multiple areas of film and television and several courses of Post Production including Editing and Sound Design.

Graduated Summa Cum Laude Honors

Morningside College: Sioux City, IA 2003-2004

Completed and Transferred 48 Credits

Studied Mass Communications, specifically Editing and Post Production.

Completed general education and digital production classes.

Member of Alpha Lamda Delta Honor Society

Employment

Mob Scene – www.mobscene.com

Assistant Editor

Assist on various confidential projects while loading dailies, creating scenes and organizing editorial sequences for approval. Creating specific scenes for editorial to use for editorial breakdowns and organization.

CBS Los Angeles – www.agency29.com & www.losangeles.cbslocal.com

Assistant Editor/Production Assistant – 2013-present

Assist on various shoots for the Creative Services and News Departments. Ingest, convert and prepare footage for Editors as well as cut promos and TV Spots and other not-for-air projects.

Tiny Hero – www.tinyhero.com

Freelance Editor and Assistant Editor – 2013-2014

Write scripts for TV Spots, Ingest, convert and prepare footage for Editors as well as cut TV Spots.

Da Silva Studio Photography – www.dasilvastudiophotography.com

Operations Manager – 2012-2013

Creating promotional materials, hiring and training staff, coordinating with dance studios, preparing, executing multiple photo shoots, and following through to competition with customer service and packaging while maintaining daily office duties.

Jump! Creative www.jump-creative.com

Associate Producer /Assistant Editor – 2007-2010

Associate Producer / Assistant Editor - 2007-2010
Jump Creative www.jump-creative.com

packaging while maintaining daily office duties
executing multiple photo shoots, and following through to completion with customer service and
Creating promotional materials, hiring and training staff, coordinating with dance studios, preparing
Operations Manager - 2012-2013
Da Silva Studio Photography - www.dasilvastudiophotography.com

With script for TV spots, ingest, convert and prepare footage for Editor as well as cut TV spots
Freelance Editor and Assistant Editor - 2013-2014
Tiny Hero - www.tinyhero.com

footage for Editors as well as cut promos and TV spots and other not-for-air projects
Assist on various shoots for the Creative Services and News Departments. Ingest, convert and prepare
Assistant Editor/Production Assistant - 2013-present
CBS Los Angeles - www.cbsnews24.com & www.losangeles.cbslocal.com

organization
sequences for approval. Creating specific scenes for editorial to use for editorial breakdowns and
Assist on various confidential projects while loading dailies, creating scenes and organizing editorial
Assistant Editor
Mob Scene - www.mobscene.com

Employment

Member of Alpha Lambda Delta Honor Society
Completed general education and digital production classes.
Studied Mass Communications, specifically Editing and Post Production
Completed and Transferred 48 Credits
Montgomery College, Sioux City, IA 2003-2004

Graduated Summa Cum Laude Honors
of Post Production including Editing and Sound Design.
Completed general educational classes, multiple areas of film and television and several courses
of Post Production
Adjusted Bachelor's Degree in Fine Arts for Film and Television with an Emphasis in Editing and
Columbia College, Tazewell, CA 2004-2008

Education

Qualifications

I am also proficient with POS systems and am I am certified in TIPS Alcohol Awareness.
team spirit and as an independent contributor. I am energetic, friendly, honest, and I have a positive attitude
oriented and am able to multi-task in a fast-paced and high-pressure environment. I work cohesively in a
I have a high standard of excellence for customer service. I'm a quick learner, highly motivated, detail-

Objective

My goal is to expand upon the skills and knowledge that I have gained, and to apply my work ethic in a
manner that would make me an invaluable asset to a company that values loyalty, dedication, honesty and
excellent service.

CHRISTINA MATHEWS

8417 N. Willett Ave, North Hollywood, CA 91605

323.381.0848

xtined@gmail.com

Ingested, converted and prepped footage for Editors, assisted producers with creative tasks and special projects, in charge of maintaining office, shipping FedEx & couriers, creating purchase orders, scripts, client documentation & communication, as well as being the liaison between both clients and vendors.

Shish Mediterranean – January 2012-April 2013

Server

Prepared salads and sides for customers and created dishes in prep for on-hand food and rush hours. Served customers, packaged and delivered food as well as cleaned equipment.

Bag 'N Save – August 2011-November 2011

Delicatessen Cook – August 2011-November 2011

Prepare food for hot and cold cases in deli and prepare hot meals for Senior Centers, and Meals-On-Wheels as well as perform general Deli tasks such as slicing meat and cheeses, preparing salads, assisting customers, stocking shelves, and cleaning.

Club Boca

Bartender – February 2011-May 2011

Set-up and breakdown multiple bar stations, complete comprehensive inventory twice daily, effectively mix drinks for high volume clientele and handle high volume of cash and credit card transactions.

Thirsty Turtle Sea Grill Sports Bar

Server – October 2010-May 2011

Present menu to diners, suggest dinner courses and appropriate wines and alcohol, answer questions regarding food preparation, execute final preparation of food, served meals to patrons, mix drinks, total bills and accept payments all while using alcohol responsibility and excellent customer service.

References

Mike Maas, Promotion Manager, CBS
818.823.8496

Kelly Fabiano, Hallmark Channel
209.603.8983

Hansi Rudolph, Managing Editor, CBS
818.915.5897

Hana Rydolf, Managing Editor, CBS
818.918.5667

Mia Mass, Promotion Manager, CBS
818.823.8498

Kelly Farnon, Hallmark Channel
208.803.8883

Present menu for dinner, suggest dinner courses and appropriate wines and alcohol, answer questions regarding food preparation, execute final preparation of food, served meals to patron, mix drinks, total bills and accept payments all while using alcohol responsibility and excellent customer service.

Serve - October 2010-May 2011
Thirty-Two Sports Bar

Set-up and breakdown multiple bar stations, complete comprehensive inventory twice daily, effectively mix drinks for high volume clientele and handle high volume of cash and credit card transactions.

Bar tender - February 2011-May 2011
Club Soda

assist customer, stocking shelves, and cleaning.

Wheels as well as perform general Deli tasks such as slicing meat and cheese, preparing salads, Prepare food for hot and cold cases in deli and prepare hot meals for Senior Center, and Meals-On-Wheels.

Delicatessen Cook - August 2011-November 2011
Big W Deli - August 2011-November 2011

Served customer, packaged and delivered food as well as cleaned equipment.
Prepared salads and sides for customer and created dishes in prep for on-hand food and rush hours.

Sushi Mediterranean - January 2012-April 2012

Client documentation & communication, as well as being the liaison between both clients and vendor. projects in charge of maintaining office, shipping FedEx & couriers, creating purchase orders, receipts, invoices, completed and prepared footage for Editors, assisted producers with creative tasks and special