

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

97%

6) What is the current sales tax rate in your city \_\_\_\_\_?

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? 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

(-1)

### 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  $\frac{1}{2}$  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

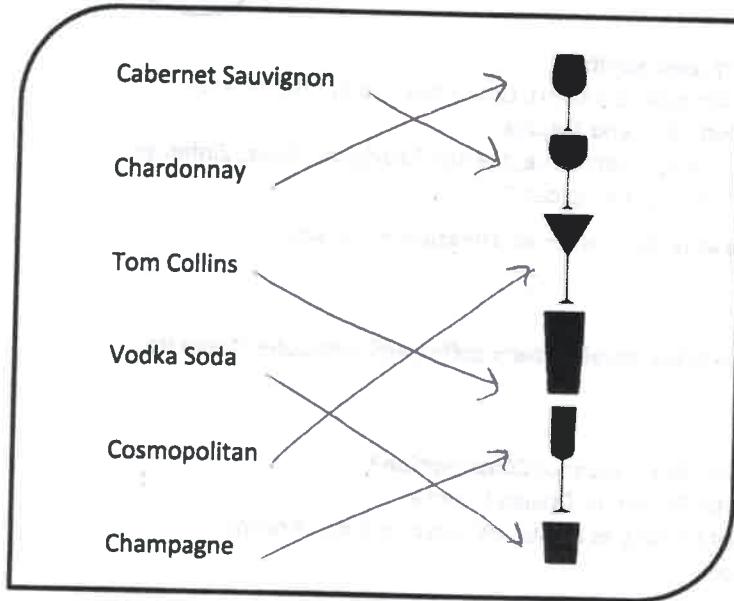
g.) Used on the bar top to gather spills

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, PATRÓN, 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

**Servers Test**

**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 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

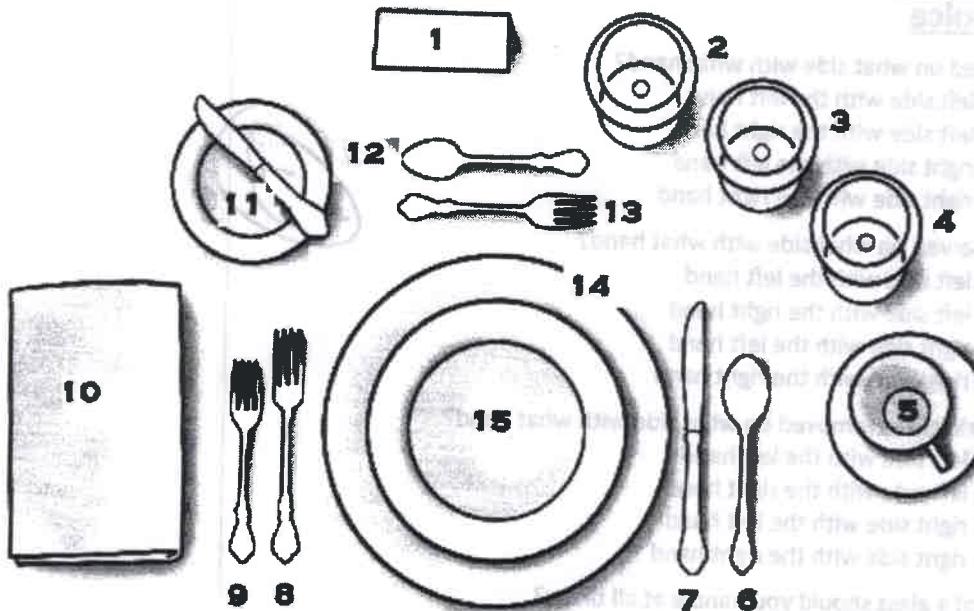
**Match the Correct Vocabulary**

<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 \_\_\_\_\_

Score / 35

**Servers Test**



**Match the Number to the Correct Vocabulary**

10	Napkin	8	Dinner Fork
11	Bread Plate and Knife	5	Tea or Coffee Cup and Saucer
1	Name Place Card	7	Dinner Knife
12	Teaspoon	4	Wine Glass (Red)
13	Dessert Fork	9	Salad Fork
6	Soup Spoon	14	Service Plate
15	Salad Plate	3	Wine Glass (White)
24	Water Glass		

**Fill in the Blank**

1. The utensils are placed 1"-2" inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? MILK, SUGAR, (BISCUITS)
3. Synchronized service is when: MULTIPLE SERVERS SERVE ALL GUESTS AT ONCE
4. What is generally indicated on the name placard other than the name? TABLE NUMBER
5. The Protein on a plate is typically served at what hour on the clock? 10-12 4
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
ASK THE CHEF

**CHRISTINA MATHEWS**  
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### **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](http://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](http://www.agency29.com) & [www.losangeles.cbslocal.com](http://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](http://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](http://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](http://www.jump-creative.com)

Associate Producer /Assistant Editor – 2007-2010

## CHRISTINA MATHEWS

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### Objective

My goal is to expand upon my skills and knowledge that I have gained in my business and enhance my skills to be an invaluable asset to a company that values family, dedication, honesty and excellent customer service.

### Qualifications

I have a high demand of occasions for caterer services. I'm a drug user, highly motivated, detail-oriented and am able to work fast in a fast-paced and high-pressure environment. I work effectively in a team environment, I'm adaptable, friendly, honest and I have a positive attitude. I am able to organize with 20 years and am certified in TIP & Alcohol Awareness.

### Education

Champlain College, Saratoga, VT 05266 - CA 2004-2008  
Adult Education Design in Fine Arts for Film and Television with an Emphasis in Editing and Post Production  
Countless General Education classes, multiple areas of film and television and audio content  
of Post Production including Editing and Sound Design  
Graduated Summer Cut Series Honors  
Multimedia Design, Video Clip, CA 2003-2004  
Completed and Transferred 18 Credits  
Completed Mass Communication, Broadcast Production classes  
Completed General education and digital broadcast classes  
Major of Advertising Design Honors

### Employment

Map Scene - [www.mapscene.com](http://www.mapscene.com)  
Associate Editor  
Assist on various editorial projects with writing, editing, research and organization skills  
Responsible for editorial. Creating special issues for clients to use for editorial presentations and publications for clients as well as print media

CBS TV Agents - [www.cbsagents.com](http://www.cbsagents.com) & [www.localagents.com](http://www.localagents.com)

Associate Editor/Production Assistant - 2012-Present  
Assist on various projects for the Creative Services and News Department. Under, consult and supervise  
People for CBS as well as our clients and TV Spots and other hot-for-hot projects

TV Head - [www.tvhq.com](http://www.tvhq.com)

Responsible Editor and Assistant Editor - 2013-Present  
Worked full-time TV spot, linear, print, court and legal projects for TV Spots as well as cut TV Spots

Daytime Studio Production - [www.daytimeschedule.com](http://www.daytimeschedule.com)

Associate Manager - 2013-Present  
Coordinating editorial meetings, print and print media with news stories, packages and broadcast news stories, and following through to completion with editorial services and packaging while illustrating daily office duties

Associate Production Manager - [www.associateproduction.com](http://www.associateproduction.com)  
Associate Production Manager - 2010-2011  
Coordinating editorial meetings, print and print media with news stories, packages and broadcast news stories, and following through to completion with editorial services and packaging while illustrating daily office duties

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

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Smart Workflow - January 2015-April 2015

Smart features and tiles for content creation and curation to help you find your own news stories. Smart document creation & communication tool as well as cross-site publishing.

Basic WYSIWYS - August 2011-November 2011

Basic features for you and your team to help you manage your Smart Content, and WYSIWYS-Only. Basic WYSIWYS will be available during the first 6 months of Smart Content, and WYSIWYS-Only.

Smart Content

Smart Content - February 2011-May 2011

Smart Content is a powerful and intuitive platform, combining content creation, management and distribution into a single, all-in-one solution. Smart Content is designed to help you manage your content and distribution across multiple channels, including social media, email, and mobile devices. It also includes a powerful search and filtering feature, making it easy to find the content you need.

Smart Content - October 2010-May 2011

Smart Content is a powerful and intuitive platform, combining content creation, management and distribution into a single, all-in-one solution. Smart Content is designed to help you manage your content and distribution across multiple channels, including social media, email, and mobile devices. It also includes a powerful search and filtering feature, making it easy to find the content you need.

Smart Content - October 2010-May 2011

Smart Content - October 2010-May 2011