

Alem Avdic

alem.avdic@aol.com

(616) 856-6014

Education:

2007	Forest Hills Northern High School	Graduated
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2010-2013	Grand Rapids Community College	In Progress
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Work Experience:

Jul. '15 – Dec. '15	Luna Taquería	64 Ionia Ave. SW Grand Rapids, MI 49503
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Job Title:	Bartender	(616) 288-6340
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Duties: Bartended in a Latin inspired restaurant making classic cocktails and designed craft cocktails with house made syrups, bitters, and cocktail tinctures. The restaurant also featured a wide selection of wines from South America.

Dec. '14 – Sep. '15	Billy's Lounge	1437 Wealthy St. SE Grand Rapids, MI 49506
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Job Title:	Bar-back/Bartender	(616) 459-5757
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Duties: Began working as a bar-back in a popular, high-volume bar with live and electronic music. I assisted servers and bartenders by cleaning, stocking, bussing, organizing, and working security at the front door. I also trained to bartend.

Nov. '10 – Jan. '15

The Rapid

300 Ellsworth
Grand Rapids, MI
49503

Job Title:

Bus Operator

(616) 776-1100

Duties: Operated a city bus and transported individuals on assigned routes while maintaining professionalism with customers of varying demographics.

July '08— Aug. '10

Grand Rapids Parking Services

50 Ottawa Ave.
Grand Rapids, MI
49546

Job Title:

Security Officer

(616) 456-3290

Duties: Worked for the parking department in the city assisting customers with locked/stolen vehicles, escorted tours, and assisted the police with bar crowds.

Additional Information:

Eight years of customer service experience. ServSafe California Food Handler Certified (#2642116). ServSafe Alcohol Certified (#1446071). TIPS Certified (#3797095). I am bilingual (fluent in Croatian/Serbian/Bosnian). I have a Commercial Driver's License.

References:

Arslan Zecic

Supervisor: The Rapid

(616) 328-9261

Vicki Richards

Entrepreneur

(616) 299-8264

Rick Dion

Bartender

(616) 293-9352

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

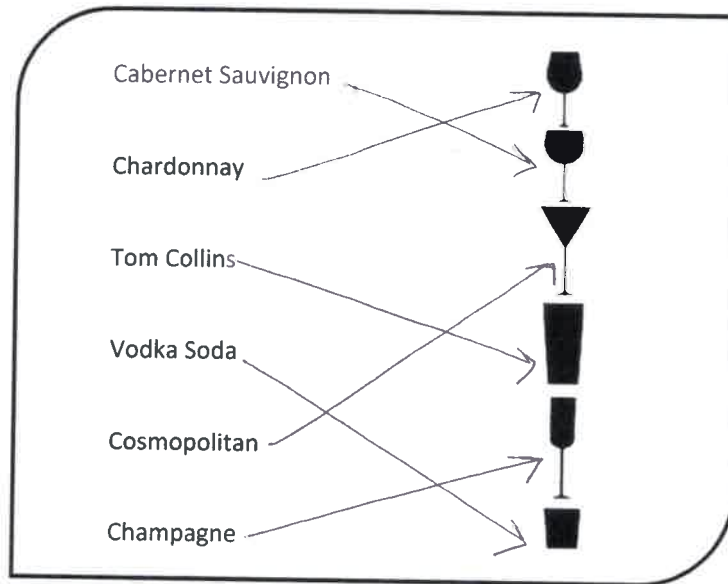
D "Float"

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):

(Vodka) Gray Goose, (Bourbon) Makers Mark, (Gin) Tanqueray

What are the ingredients in a Manhattan? Choice of whirkey or Bourbon, Angostura Bitters, Sugar, Water and cherry garnish.

What are the ingredients in a Cosmopolitan? Citrus vodka, Triple Sec, Lime juice, cranberry juice and lime garnish

What are the ingredients in a Long Island Iced Tea? Vodka, Rum, Gin, Tequila, Triple Sec, lemon juice, simple syrup, splash of coke, and lemon garnish.

What makes a margarita a "Cadillac"? Grand Marnier float w/ premium ingredients.

What is simple syrup? Equal parts of dissolved sugar and water used to make cocktails.

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

Not legal

What should you do if you break a glass in the ice? "Burn" the ice. Melt the ice immediately, clear out any debris, and replace with 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"? Add olive juice or other garnishing liquid. Ex: olive juice in martini, and cocktail onion juice in Gibson martini.

What are the ingredients in a Margarita? Tequila, triple sec, lime juice, simple syrup, lime for garnish.

Bartenders Test

Score: 1/2

Clasp the clasp

100% Pure 100% Natural 100% Effective



Answer and Clasp the clasp

(Circle) (Square) (Triangle) (Rectangle) (Diamond)

100% Pure 100% Natural 100% Effective

What is the shape of the clasp? Circle, Square, Triangle, Rectangle, Diamond

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Servers Test

Score / 35

Multiple Choice

- B 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
- C 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

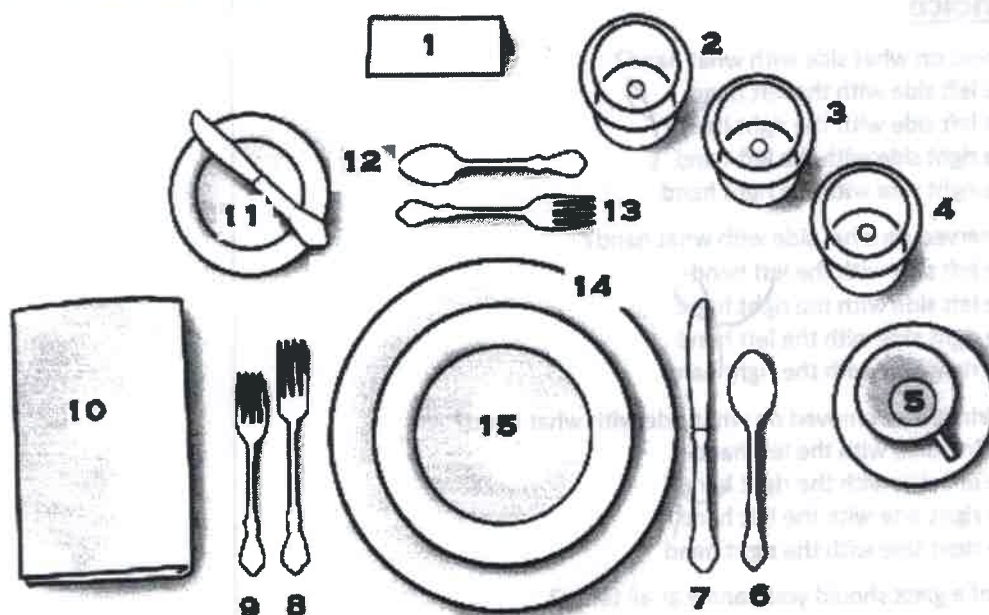
Match the Correct Vocabulary

- | | |
|---------------------------|---|
| <u> </u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u> </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> </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 Alem Avdic

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>2</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>4</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 6 4 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Teaspoon 4
- Synchronized service is when: The orders arrive at the same time
- 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? 4
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Ask about allergies