

David Zoeller

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Summary

Skilled Customer Service Representative with over 10 years' experience. Successful track record in a fast and constantly changing work environment. Experience working and managing large scale events and productions. Responsible for the organization and maintenance of thousands of dollars in company assets. Coordinated the allocation of company resources to dozens of facilities throughout Los Angeles. Gained knowledge of multiple computer programs including Microsoft: Word, PowerPoint, and Excel. Adobe Premiere. Final Cut Pro. Responsible for the content and maintenance of dozens of web pages retailing more than fifty-thousand dollars monthly.

Professional Experience

OLI Von Studio <i>Production Assistant</i>	2014 – Present
<ul style="list-style-type: none">• Coordinating many schedules to arrange call sheets for productions, single point of contact• Executing a variety of functions to meet the needs of various productions• Responsible for organization and maintenance of large amounts of equipment and gear	
Uber <i>Driver</i>	2016 – Present
<ul style="list-style-type: none">• Navigate city traffic while maintaining a pleasant and professional environment• Facilitate safe passage of all passengers to and from various destinations throughout the greater Los Angeles area	
Baja Sharkeez <i>Server / Barback</i>	2013-2015
<ul style="list-style-type: none">• Working on a team to coordinate food running for the entire floor• Keeping all wells and stations throughout the restaurant fully stocked at all times• Greeted customers at front door and helped seat them	
Eckim Marina Del Rey, CA <i>Content Coordinator</i>	2013 - 2014
<ul style="list-style-type: none">• Responsible for the presentation and currency of dozens of web pages for definitivedeals.com and couponchad.com• Worked with hundreds of different merchants through dozens of different marketing affiliates.• Personally launched hundreds of new web pages• Wrote copy and approved content for thousands of different discount promotions	
BeachBody El Segundo, CA <i>Coach Relations Agent</i>	2012 –2013
<ul style="list-style-type: none">• Resolving customer service disputes for Team BeachBody members by responding to phone calls, faxes, and emails• Processing administrative tasks and back office transactions for dozens of accounts daily	
Oz Moving and Storage Los Angeles, CA <i>Helper</i>	2012

- Speaking with customer to assess moving and packing needs
- Working with team to wrap, label, organize and move all furniture and belongings safely

Hertz Rental Car Indianapolis, IN Manager Trainee	2010 - 2012
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- Focused on sales and customer service, personally raised \$25,000 of service revenue in 2011
- Developed proprietary system to monitor premium vehicle features in an effort to maximize sales
- Managed facilities and employees in a location with over 3,000 annual rentals and which earned over \$100,000 in annual revenue
- Outside sales experience creating new business accounts and elite status members
- Negotiated with business relationships in establishing prices and resolving disputes
- Managed private airport facility during Super Bowl XLVI

Bear's Place Bloomington, IN Bartender/Server/DJ	2009 - 2010
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- Managed operations during large comedy and music events, including lighting and sound design
- Coordinated with events manager to book talent and oversee the production of various productions
- Worked weekly events as a bartender and server for hundreds of customers nightly

Indiana University Bloomington, IN Catering Staff/Bartender	2009
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- Helped facilitate the preparation and organization of banquet events, serving up to 500 attendees
- Personally ran and operate a bar station with dozens of different drinks at a variety of events throughout the IU campus

Colorado Steakhouse Bloomington, IN Bar Manager	2008
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- Managed all bar productions; personally orchestrated a weekly summer concert series by booking local talent and promoting the event

Education

Indiana University: Bachelor's of Arts and Science: Theatre and Drama

August 2010

- Studied at the Kelley School of Business: accounting, economics, computer in business
- Conversationally fluent in Italian
- Indiana Men's Rugby Club
- Kappa Sigma Fraternity: Pledge Educator; Social Chair; Rush Committee
- Production experience: costume crew; stage crew; lighting crew, sound crew
- Performance experience: Lee Norvelle Center; Hoosier Bard Productions

Philanthropy/Volunteer

- **Indiana Freemasons** Prospect Lodge 714
- **Keep Indianapolis Beautiful** Community development project

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
- A 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)

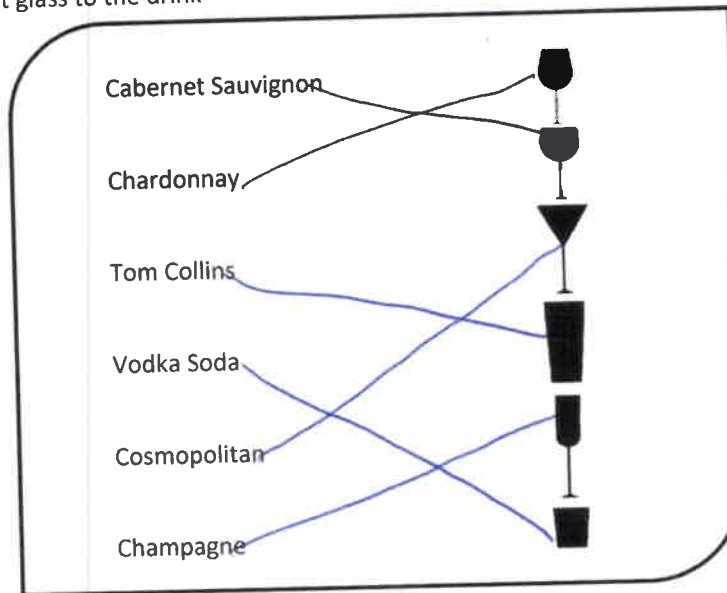
Match the word to its definition

- C "Straight Up"
f ~~Shaker Tin~~
i "Neat"
a Muddler
b Strainer
e Jigger
d Bar Mat
j "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 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): Alan Fiddich; Tito's; @ Single barrel

What are the ingredients in a Manhattan? bourban, bitters, cherry

What are the ingredients in a Cosmopolitan? vodka, triple sec, cranberry

What are the ingredients in a Long Island Iced Tea? vodka, gin, rum, tequila, triple sec, coke

What makes a margarita a "Cadillac"? top shelf

What is simple syrup? sweetener

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

Yes X

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

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

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

What are the ingredients in a Margarita? Tequila, triple sec, P

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
- 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
- B 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

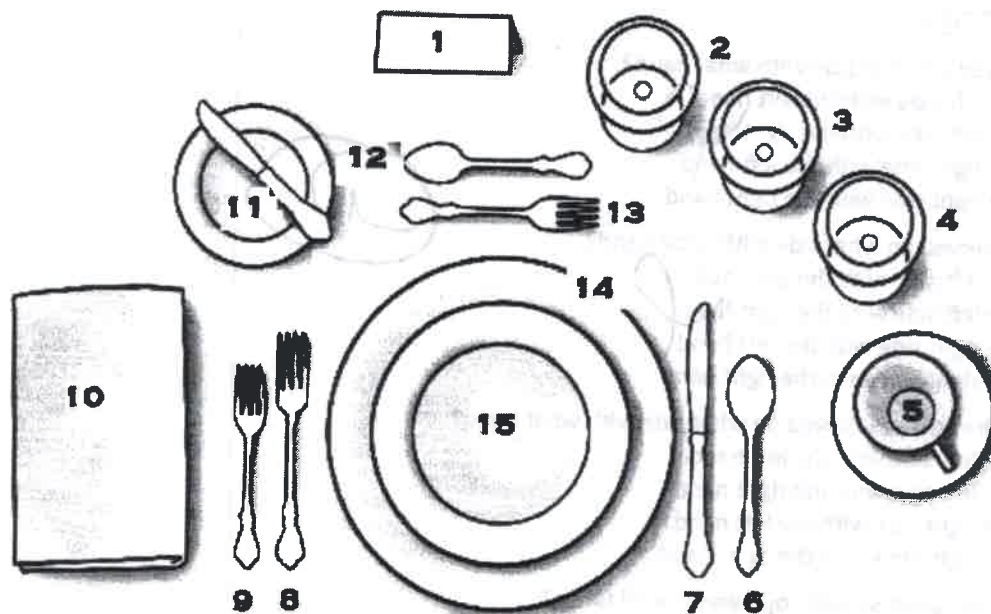
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <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>G</u> French Passing | D Area for dirty dishware and glasses |
| <u>B</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>3</u> | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| <u>14</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 two inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar & cream
- Synchronized service is when: _____
- What is generally indicated on the name placard other than the name? Table seat #
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Go to front of the line