

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
- A 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"

X Muddler

B Strainer

E Jigger

A 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 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~~

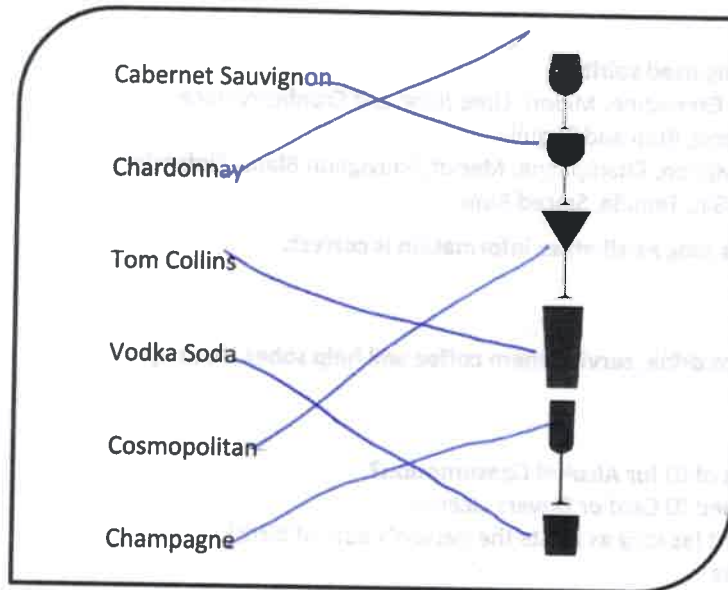
~~g.) Used on the bar top to gather spills~~

~~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,

What are the ingredients in a Manhattan? Sweet vermouth, Bourbon or whiskey, cherry

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

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

What makes a margarita a "Cadillac"? Premium tequila & Grand marnier

What is simple syrup? Sugar & hot water

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

NO marry

What should you do if you break a glass in the ice? Burn the ice & Remove all glass

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

What does it mean when a customer orders their cocktail "dirty"? 1/2 olive juice

What are the ingredients in a Margarita? Tequila, Triple Sec, lime juice, Sour mix

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Skills:

Microsoft Office; Word, Outlook, PowerPoint, Excel, including Macros, Micros POS, Delphi Market Vision
Crystal Reports and Proprietary Systems Customized for Hospitality, POSI Touch, Caterese, AOD
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Work Experience:

MonteCedro Senior Living Community, Altadena, CA

11/15 - Present

Dining Room Manager

- Serves as a role model in providing an exceptional dining experience to the residents each and every meal period.
- Spearheads the training and retraining of all front of the house staff including food and alcohol certifications, required internet based training, service levels, fining dining set up and execution, special events and POS systems.
- Maintains proper dining room set up, ordering and inventory of all equipment.
- Creatively coordinates the setup, execution and cleanup of special events, coffee breaks or large parties.
- Monitors appropriate checklists in support of the dining areas cleanliness, readiness and standards.
- Handles all food and beverages in accordance with sanitary procedures and standards set forth by the client and Morrison Senior Living.
- Supervises all front of the house staff which involves interviewing, training, motivating, scheduling, performance appraisals, time edits, coaching and counseling, managing policies and procedures to ensure achievement of the department's goals and expectations.
- Collaborates with The Director of Dining Services, Sous Chef and Executive Chef to plan and implement menus that meet resident's satisfaction and nutritional needs.
- Designs menus, flyers and all promotional collateral for distribution and posting on resident's tablets or communication boards.
- Maintains excellent relationships with residents, family members, clients, vendors, other departments within the community and sister communities.
- Responds to resident event requests, reservation requests and complaints in a timely and friendly manner.

Calendar Club LLC, Lake Elsinore, CA (Seasonal Retail)

10/14-11/15

Owner/Operator

- Completes store operational requirements by scheduling and following up on work results.
- Maintains store staff by recruiting, selecting, orienting, and training employees.
- Maintains store staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
- Achieves financial objectives by preparing a seasonal budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
- Ensures availability of merchandise and services by approving contracts; maintaining inventories.
- Formulates pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.
- Markets merchandise by studying advertising, sales promotion, and display plans; analyzing operating and financial statements for profitability ratios.
- Secures merchandise by implementing security systems and measures.

Director of Food and Beverage

- Oversees operation of The Banquet and Catering Departments, 24 Hour Room Service, Lobby Lounge, Hotel Restaurant, Purchasing Department and Culinary Team.
- Directs food and beverage supervisors and managers in all aspects of food and beverage procedures, including ordering, labor, event execution, safety, sanitation, customer service, and daily financial information.
- Ensures that all Radisson Brand Standards are met or exceeded.
- Directs and supervises training for all Staff on Food and Beverage Standards and Safety.
- Oversees budget for banquets, outlets, and kitchen.
- Responsible for Food and Beverage inventory control.
- Menu design and recipe development for outlets and catering.
- Manages vendor accounts for maximum profitability and quality assurance.
- Resolves any issues, concerns, or complaints in the department in a timely manner.
- Works in close corporation with sales department in designing and implementing sales proposals and presentations in regards to food and beverage.
- Reviews financial reports and monitors budget to ensure efficient operations.

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- Markets merchandise by studying advertising, sales promotion, and display plans; analyzing operating and financial statements for profitability ratios.
- Secures merchandise by implementing security systems and measures.
- Protects employees and customers by providing a safe and clean store environment.
- Determines marketing strategy changes by reviewing operating and financial statements and departmental sales records.

Director of Catering

- Solicit, book and service banquet and catering functions.
- Responsible for the booking and servicing of over 325 weddings in 2010, 400 weddings in 2011 and 450 in 2012.
- Develop monthly, quarterly and annual marketing plan to meet budget projections.
- Review and update menus/packages/upgrades regularly to insure guest satisfaction and revenue maximization.
- Accountable for ensuring departmental sales strategies are implemented and monitored on a daily basis.
- Work closely with the banquet and culinary team to ensure timely delivery of all contracted services and ensure total customer satisfaction prior to and during events.
- Contract review and facilitating communication before, during and post events with pertinent hotel staff to ensure a high level of service.
- Host site inspections, maintain strong customer relationships, participate and lead event meetings and other staff meetings.
- Met and exceeded 2010 annual sales goal of \$4.3 million dollars by 120%.
- Met and exceeded 2011 annual sales goal of \$6.2 million dollars by 112%.
- Solicit, negotiate and book new/repeat business via outside sales calls, telemarketing, mailings and networking.
- Create appropriate sales collateral and tools for department.
- Review all banquet event orders and daily/weekly banquet sheets to ensure accuracy.
- Train, supervise and work with all Catering staff in order to solicit and book Banquet and Catering functions resulting in customer satisfaction and profitability.
- Tour and inspect banquet and meeting space on a daily basis, report necessary repairs.
- Schedule and assign in detail, specific duties to all employees under supervision for the efficient operation of the Catering Department, coverage of functions in accordance with productivity standards.

Catering Coordinator

- Reported directly to the Director of Catering and was key support for the Catering Department as well as back up support to The Director of Sales.
- Outlook scheduling, correspondence in email and formal letter writing.
- Heavy in-bound calls for several executives, maintained daily reports, arranged travel for executives.
- Coordinated conference calls and scheduled a high volume of daily/weekly and or monthly meetings.
- Coordinated onsite and offsite company quarterly events, management meetings, trade shows and set up catered business luncheons.
- Prepared high visibility/official documents including E-mail and corporate presentations.
- Contract review and some negotiation.
- Assist with month end close for department and reports preparation for accounting.
- P & L review and calculation of commissions.
- Annual and monthly forecasting of sales and revenue.
- Creation of Purchase Orders.
- Billing, billing adjustments and reconciliations as it relates to The Catering Department.

Food and Beverage Manager

- Implement and monitor the purchase ordering and receiving program to maintain par-stock levels on food and beverage inventories and ensure proper quantity and price on all purchases.
- Interview, hire, train, schedule, coach, counsel and support Team Members, ensuring they perform in accordance with established standards.
- Ensure food quality is consistent, appealing, and prepared to guest specifications.
- Monitor industry trends and competition pricing.
- Participate in marketing efforts, create menu ideas, and assist in preparations of specials.
- Document inventory, forecast usage and monitor supply to ensure the outlet, kitchen, bar and banquet departments are adequately stocked with linen, glassware, silverware, china, Team Member uniforms, condiments and cleaning products.
- Participate in the preparation of the annual departmental operating budget and financial plans.
- Monitor budget and control expenses with a focus on food, beverage and labor costs.
- Ensure all food and beverage equipment are in proper operational condition and are cleaned on a regular basis.
- Ensure compliance with operating guidelines related to the Servsafe or Tips programs.
- Ensure operations comply with all state and federal laws, rules and regulations, relating to food and beverage sanitation, alcohol and tobacco, and ADA requirements.
- Conduct regularly scheduled departmental meetings, safety meetings and preconvention meetings.
- Execution of weekly schedules for the banquet, culinary and service teams.
- Initiate and implement up-selling techniques and incentivize service staff in an effort to promote restaurant food and beverage and to increase check averages.
- Develop standard recipes and techniques for food preparation and presentation in an effort to assure consistently high quality, minimize food costs and exercise portion control.
- Prepare necessary data for budget reviews; projects annual food, labor and other costs and monitors actual financial results; takes corrective action as necessary to help assure that financial goals are met.
- Directly supervise the cooking of items that require skillful preparation.
- Establish and maintain a regular cleaning and maintenance schedule for all kitchen areas and equipment.
- Create recipes and production methods.
- Directly supervise banquet operations including such duties as coordination of staff and rental equipment, set-up, preparation, service, and break down of catered foods, beverages, and events of varying size and complexity.
- Supervise the floor during peak meal times to ensure service, presentation, quality and timeliness exceed guest expectations.

Education; Training; Awards

Santiago Canyon College

Orange, CA, 2002

Fullerton Junior College; Emphasis in Business

Fullerton, CA, 1996 – 1999

ServSafe Certified Food Handler Instructor, ServSafe Registered Proctor, Starbucks Barista, TIPS Certified Trainer, ABC Certified Bartender, Food Handler's Card, ServSafe Food Protection Manager Certification

Employee of the Month; July 1997, September 2001, March 2008

Trainer of the Year; December 2003

Manager of the Year; December 2004

Leader of the Quarter; October 2013

