

# Andrea Serna

1015 E. Madrona Street  
Rialto, CA 92376  
(626)233-1226  
andrea@odoe.net

## **Objective:**

I am seeking a position as a bartender with Acrobat outsourcing. I am well versed in up selling, suggestive selling, and increasing patron retention.

## **Qualifications:**

1. Certified bartender
2. Alcohol awareness certified
3. Micros P.O.S
4. Customer service experience
5. Fast and efficient
6. Bilingual: English and some Spanish

## **Education:**

1. Earned certification in Bartending/Mixology, National Bartenders School, Riverside **(100-hour Intensive Training Program)**
2. 2014-2015 Some college, San Bernardino Valley College
3. 2009-2013 Earned High School Diploma, Carter High School

## **Experience**

### **DLS Events**

#### **Bartender**

**October 28-29, 2016**

**Duties:** Set up/Close up bar, ensure that everyone consuming alcohol is 21 and over, have knowledge about beers/specialty drinks being served, be able to recommend drinks to customers, manage cash register

**Results:** Learned how to work in a fast paced environment, gained experience as a professional bartender

### **DLS Events**

#### **Cashier**

**October 21-23, 2016**

**Duties:** Open/close up work area, handle cash responsibly, take customer order and serve items in a friendly manner

**Results:** Gained experience with a cash register, and earned another job with DLS Events

### **Party Services and Staffing David Server**

**September 24, 2016**

**Duties:** Set up tables, take Customer drink order, serve drinks, clean up after guests

**Results:** Gained experience with serving and working with a bartender in order to ensure guests needs are met



**San Bernardino Animal Shelter  
Volunteer**

**July 19, 2016**

Duties: Clean out, sanitize, and restock animal kennels, wash bowls and fill with food and water, walk dogs and ensure they are receiving play time

Results: Gained experience working independently and as part of a group, learned how to follow directions and complete listed tasks while working in a clean and safe manner

**Students For Choice  
Volunteer**

**April 2015-September 2015**

Duties: Network with people in the music industry in order to share awareness and gain support for Students For Choice, recruit new volunteers, form connections with artists who are advocating for similar beliefs and rights, attend concerts and events, carry copies of mission statements and important articles

Results: Learned about promoting and networking, gained experience working in booths at concerts, learned how to talk to large groups of people



## **References**

**Victor Serrano**  
Acquaintance  
(626) 513-5483

**Mayra Santillan**  
Hair Stylist  
(909) 587-8069

**Rene Diaz**  
Acquaintance  
(909) 562-9729



**Multiple Choice** (6 points)

- 1) Carbonation \_\_\_\_\_ the rate of intoxication.
  - a) Slows down
  - b) Speeds up
  - c) Does nothing toB
- 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
- 3) You can accept an expired ID as long as all other information is correct.
  - a) True
  - b) False
- 4) If someone has had too much to drink, serving them coffee will help sober them up.
  - a) True
  - b) False
- 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
- 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"

a.) Used to crush fruits and herbs for craft cocktail making

F L Shaker Tin

b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

I "Neat"

c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

A Muddler

d.) To pour  $\frac{1}{2}$  oz of a liquor on top

B Strainer

e.) Used to measure the alcohol and mixer for a drink

C Jigger

f.) Used to mix cocktails along with a pint glass and ice

G Bar Mat

g.) Used on the bar top to gather spills

D "Float"

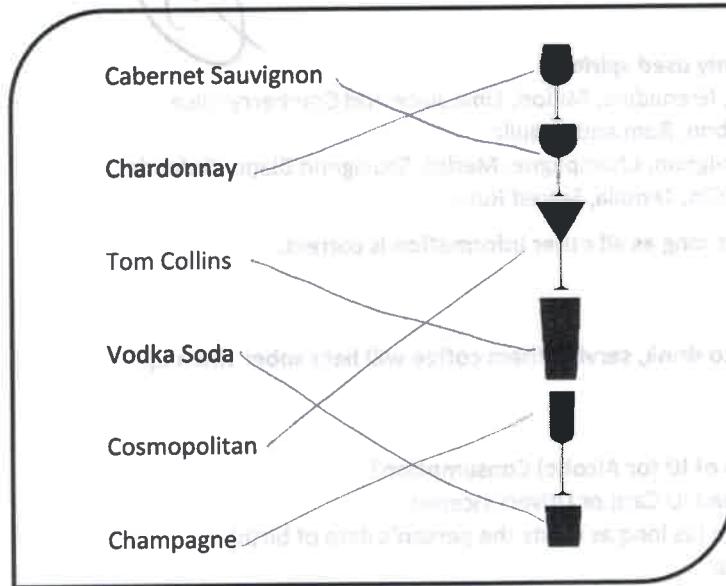
h.) Requesting a separate glass of another drink

H "Back"

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): smirnoff, jack daniels, jones

What are the ingredients in a Manhattan? whiskey, vermouth

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

What are the ingredients in a Long Island Iced Tea? rum, sweet and sour, splash of coke

What makes a margarita a "Cadillac"? grenadine

What is simple syrup? sugar and water

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

no, it's illegal

What should you do if you break a glass in the ice? empty out ice chest and clean it

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

What does it mean when a customer orders their cocktail "dirty"? they want more lime juice

What are the ingredients in a Margarita? tequila, triple sec, sweet and sour  
lime juice, orange juice, lime wedge, salt