

Helia Ludema

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Objective

Seeking position as a bartender in the Orange County Area. Fun and friendly personality with excellent customer service skills. Flexible and open to any new experience. Willing to work hard to improve and grow within the business.

Qualifications

1. Certified Bartender
2. Alcohol Awareness Certified
3. Micros P.O.S.
4. Customer Service Experience
5. Fast and Efficient
6. Fluent in Farsi

Education

1. June 2015-July 2015 Earned Certification in Bartending/Mixology, National Bartenders School, Orange (100-Hour Intensive Training Program)
2. 2012-2016 Earned Bachelor of Science in Biopsychology, University of California Santa Barbara

Professional Experience

Sundown Music Festival

Cocktail server

\$10/hr plus tips

September 2016

Duties: Work both full days during this music festival on the beach providing drinks to guests. Take drink orders from guests on the floor, collect payment, retrieve drinks from the bar, and take back change. Provide a fun and friendly environment by mingling with customers as they are served.

Pirate's Dinner Adventure (714) 690-1497

Bartender and server

\$10/hr plus tips

July 2016-Present

Duties: Set up and bartend behind the bar during preshow, then take drink orders and cocktail during the show. Clean up, replace empty bottles, etc. after the show ends. Work as a server to deliver dinner and drinks to guests.

Coral Tree Café (805) 893-4704

Barista and Server

\$8.50/hr

September 2013-June 2014

Duties: Take and prepare coffee drink orders with attention to detail and emphasis on speed. Work in a fast-paced environment with high customer demand. Wait on tables in the café and ensure satisfactory customer experience.



Multiple Choice (6 points)

- 1) Carbonation _____ the rate of intoxication.
 - a) Slows down
 - b) Speeds up
 - c) Does nothing to
- 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)

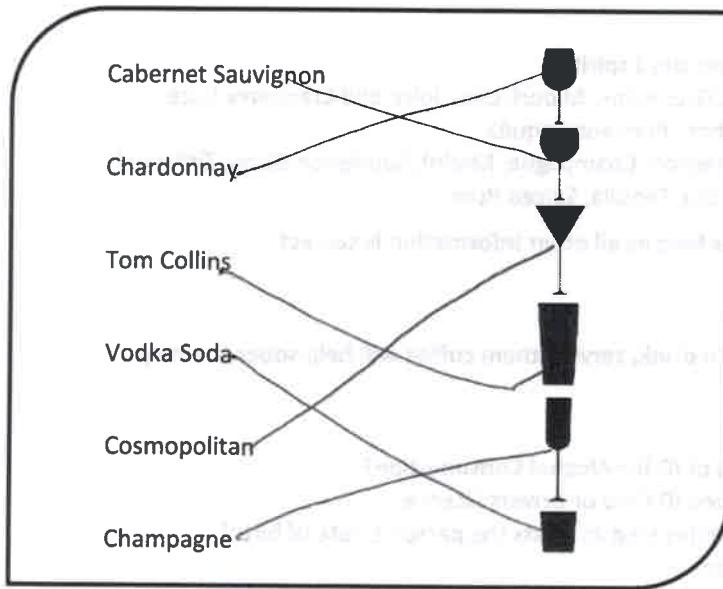
Match the word to its definition

- C "Straight Up"
- F Shaker Tin
- L "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): Jameson, Kettle One, Don Julio

What are the ingredients in a Manhattan? Whiskey, Sweet vermouth

What are the ingredients in a Cosmopolitan? Vodka, triple sec, S+S, lime juice, Cran Juice

What are the ingredients in a Long Island Iced Tea? Vodka, gin, rum, triple sec (maybe tequila)

S+S, Coke

What makes a margarita a "Cadillac"? top shelf tequila and Grand Marnier shot/float

What is simple syrup? Condensed sugar. Sweet, clear syrup

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

No, marrying

What should you do if you break a glass in the ice? mark the well with color (don't use)
until it is completely cleaned out

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

What does it mean when a customer orders their cocktail "dirty"? more olive juice or dry vermouth

What are the ingredients in a Margarita? tequila, triple sec, S+S, lime juice