

Jessica A. Pena

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Objective

I am seeking a position as a server/bartender. I am well versed in up-selling, suggestive selling, customer service, cleanliness, and patron retention.

Qualifications

1. Certified Bartender
2. Alcohol Awareness Certified
3. P.O.S and Cash Box Experience
4. Customer Service Experience
5. Fast Learner

Education

1. May 2016 – September 2016 Earned certification in Bartending, National Bartenders School, Riverside (**100-Hour Intensive Training Program**)
2. 2009-2013 Earned High School Diploma, Kalaheanani Homeschool Academy

Professional Experience

Kalaheanani Designs (760) 960-5242

Assistant

Sept 2006 – Dec 2014

\$10.00/hr

Duties: Assist in the set up and breakdown of craft shows. Keep a running log of inventory. Help customers with their purchases. Use cash box to receive payment and give change by counting back.

Cabbages and Kings (No Longer in Business)

Stock Person

\$8.00/hr

July 2008 – Dec 2009

Duties:

References

Chanel Bumanglag

Designer

Arbors of Love

(808) 688-8849

Kim Slingluff

Phlebotomist

Queens Medical Facility

(808) 699-6562

Multiple Choice (6 points)

C 1) Carbonation _____ the rate of intoxication.

- a) Slows down f
- b) Speeds up f
- 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"

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

f 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

b Strainer

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

c Jigger

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

g Bar Mat

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

d "Float"

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

h "Back"

- h.) Requesting a separate glass of another drink

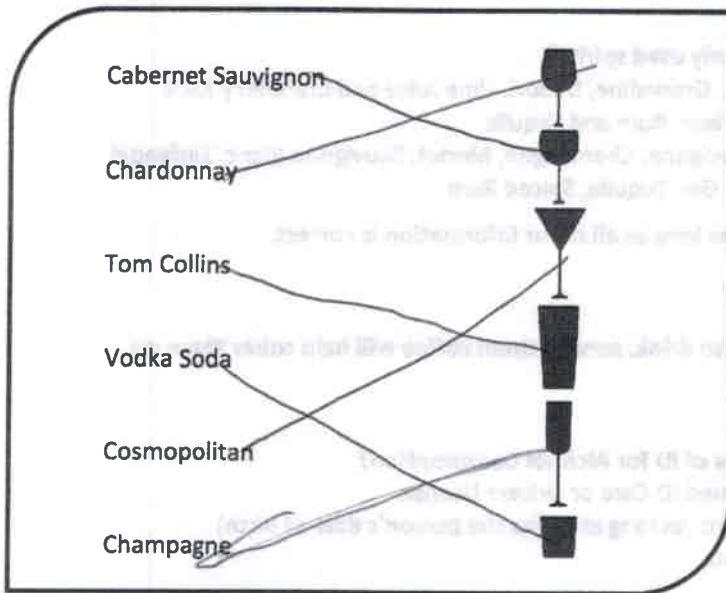
- i.) Means to serve spirit room temperature in a rocks glass with no ice

Bartenders Test

Score / 35

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): Bacardi, Crown Royal, Patron

What are the ingredients in a Manhattan? Sweet Vermouth, Whiskey, Cherry

What are the ingredients in a Cosmopolitan? Vodka, Peach Schnapps, Cranberry Juice, Lemon

What are the ingredients in a Long Island Iced Tea? Vodka, Gin, Tequila, Rum, Triple Sec, Sweet & Sour

What makes a margarita a "Cadillac"? Upgrade to 100 Tequila and Grand Marnier

What is simple syrup? Sugar water

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

No.

What should you do if you break a glass in the ice? Clean out the whole thing

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

What does it mean when a customer orders their cocktail "dirty"? Spoon full of onion/olive juice

What are the ingredients in a Margarita? Tequila, Triple sec, sweet & sour, salt, lime