

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
- 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

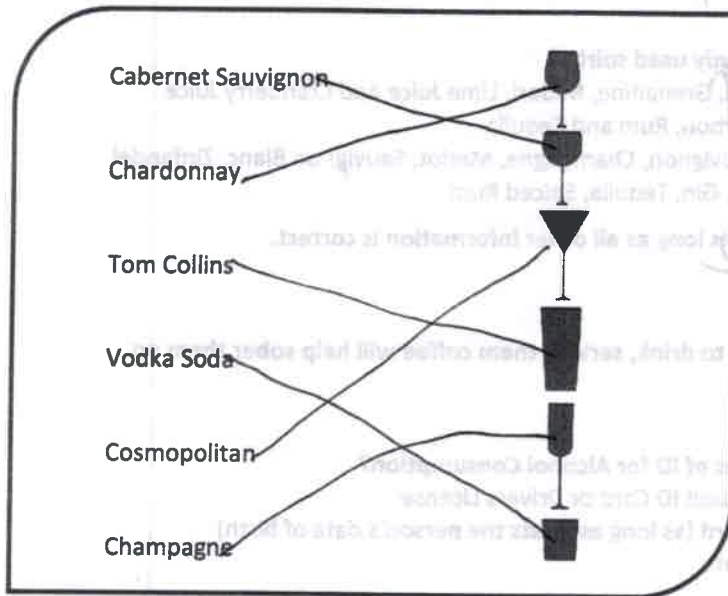
Vocabulary (9 points)

Match the word to its definition

- | | |
|---------------------------------|---|
| <u>C</u> Straight Up | a.) Used to crush fruits and herbs for craft cocktail making |
| <u>F</u> Shaker Tin | b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>I</u> "Neat" | c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice |
| <u>A</u> Muddler | d.) To pour ½ oz of a liquor on top |
| <u>B</u> Strainer | e.) Used to measure the alcohol and mixer for a drink |
| <u>E</u> Jigger | f.) Used to mix cocktails along with a pint glass and ice |
| <u>G</u> Bar Mat | g.) Used on the bar top to gather spills |
| <u>D</u> "Float" | h.) Requesting a separate glass of another drink |
| <u>H</u> "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): Grey Goose, Patron, Jameson
- What are the ingredients in a Manhattan? Sweet Vermouth, Whiskey, Cherry garnish
- What are the ingredients in a Cosmopolitan? Vodka, Triple Sec, Cranberry Juice
- What are the ingredients in a Long Island Iced Tea? Vodka, Rum, Tequila, Triple Sec, Gin, Sweet & Sour, splash of coke, Lemon garnish
- What makes a margarita a "Cadillac"? Cuervo 1800 Tequila
- What is simple syrup? Equal parts water & sugar
- Is it legal to pour liquor from one bottle into another? What is this called? (2 points)
Dram Shop Laws
- What should you do if you break a glass in the ice? Empty & clean Ice Bin
- When is it OK to have an alcoholic beverage while working? no
- What does it mean when a customer orders their cocktail "dirty"? with Olive Juice
- What are the ingredients in a Margarita? Tequila, Triple Sec, margarita mix

Regina M. Polk

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Objective

I am seeking a server/bartender position where my high enthusiasm and dedication will be put into use, I am well versed in up-selling, suggestive selling, customer service, cleanliness and patron retention.

Qualifications

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

Education

1. July 2016 – September 2016 Earned Certificate in Bartending/Mixology, National Bartenders School, Riverside (100 – Hour Intensive Training Program)
2. 1993 – 1997 Earned G.E.D., Alvord Continuation High School

Professional Experience

E-Z Up Direct (800) 742-3363

Customer Service/ Call Center Rep

Oct 2010 – October 2012

\$11.50/hr

Answer calls and respond to emails, research required information using available resources, manage and resolve customer complaints, provide customers with product and service information, enter new customer information into system, update existing customer information, process orders, forms and applications, identify and escalate priority issue.

Parkview Community Hospital (951)688-2211

May 2009 – Aug 2009

Radiology Clerk

\$10.75/hr

Extensive customer service, which included checking in all patients for appointments and walk-ins. Disbursement of all patient forms and questionnaires. Reviewing of all doctor's orders and requisitions to ensure proper diagnosis for procedures to be performed. Contacting doctor's offices for corrections and signatures on incorrect orders. Creating film requests for patients and logging of films received.

Stationary Power Svcs D.B.A. US Energy

Sept 2007 – March 2009

Assistant Scheduler

\$13.00

Purchasing of all minor materials necessary to perform customer installs and all equipment used by field technicians. Researching and obtaining pricing for preparation of State, City and Government bids and RFQ's. Review and submittal of all expenses and timecards for the entire service department. Coordination of recycling hazardous materials to maintain EPA standards for company warehouse. Answering phones, scanning, faxing, e-mail, & making copies.

PowerPlus! (951) 657-0431

March 2006 – June 2007

Customer Service Rep

\$10.50/hr

Answering phones, scanning, faxing, e-mail, & making copies. Data entry and 10-key, which included creating and preparing field service tickets such as Jobwalks, Deliveries, Service Calls, Relocations and Pick-ups. Customer service, including but not limited to following up with customers on quotes for service & obtaining PO's and change orders for payment.

References

Crystal Flaherty
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Chapman Global Medical Center
(951) 732-5301

Gabriella Alaniz
Ins. Adjuster/Claims Coord./D.O.T. Coord.
VCI Construction
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