

Diana R. Sovilla

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(562) 686-3889

Objective

To enter an industry where my outgoing personality and exceptional customer service skills will have a visible impact on the people I serve as well as my employer's proceeds. Since I am new to this industry I would like to find a career where I can learn and grow.

Qualifications

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

Education

1. June 2016-September 2016 Earned Certification in Bartending/Mixology, National Bartenders School, Orange (**100-Hour Intensive Training Program**)
2. January 2010- May 2016 Earned A.S. Degree in Mathematics, Fullerton Community College
3. 2004-2008 Earned High School Diploma, Foundation Christian School

Professional Experience

Party Services and Staffing

Server at Wedding

October 22nd 2016

\$15/hr

Duties: bussed tables, refilled drinks, kept drink and food area clean and presentable, cleaned up after event.

Fullerton Community College

Lead Mathematics Tutor for SDSI FC MILES Program

June 2015 - Present

\$11/hr

Duties: manage and know the ALEKS online mathematics program, assist students with the ALEKS program, supervise individual student work on ALEKS, provide superior customer service to students needing math instruction, direct students to various resources available on campus.

Fullerton Community College

Supplemental Instructor (SI)

August 2013 - May 2016

\$13/hr

Duties: supervise student group work with math, analyze mathematic problems to make it simpler for students to understand, manage supplementary instruction outside of class time, create mathematic worksheets for student purpose, assist the teacher with in class activities, relay student progress to the teacher on a weekly basis, provide a positive learning environment for student success.

Fullerton Community College

In-class Mathematics Tutor

August 2012 – May 2014

\$11.25/hr

Duties: help students one-on-one with math, work alongside teachers and assist within the classroom, supervise math lab annex, manage timekeeping system for accurate reports of student attendance hours, provide superior customer service to students needing math instruction.

References

David Sanchez

Party Services and Staffing

(562) 506-8649

Michelle Garcia

Program Manager

Fullerton College SDSI FC MILES Program

(714) 992-7071

Jessica Johnson

SI Coordinator

Fullerton College Supplemental Instruction (SI) Program

(714) 992-7175

Linda Shideler

Mathematics Professor

Fullerton College

(714) 992-7722

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"

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

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

e 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"

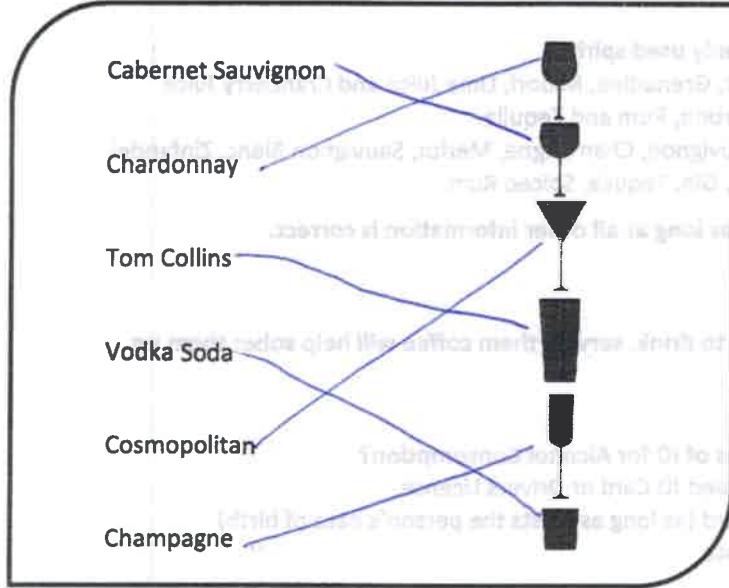
i.) Means to serve spirit room temperature in a rocks glass with no ice

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): Jim Bean, Wild Turkey, Bacardi

What are the ingredients in a Manhattan? Whiskey, 1/4 Sweet Vermouth, all in a Rocks glass w/ ice, cherry.

What are the ingredients in a Cosmopolitan? 1/2 oz Vodka, 1/4 oz triple sec, 1/4 oz Cranberry juice

What are the ingredients in a Long Island Iced Tea? 1/2 oz Vodka, 1/2 oz Tequila, 1/2 oz Rum, 1/2 oz Triple Sec, 1/2 oz Sweet & Sour, Splash of Lemon

What makes a margarita a "Cadillac"? On the Rocks (with 1800)

What is simple syrup? Sugar Water

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

No! Called marrying the bottles

What should you do if you break a glass in the ice? Burn the ice.

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

What does it mean when a customer orders their cocktail "dirty"? With olive juice or onion juice

What are the ingredients in a Margarita? 1/2 oz Tequila, 1/2 oz Triple Sec, Sweet & Sour, Lime (Salted rim)