

# Daniel A. Cruz

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## **Objective**

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

## **Qualifications**

1. Certified Bartender
2. ServeSafe - Alcohol Awareness Certification
3. ServeSafe - California Food Handler Certification
4. TIPS Certification
3. Micro P.O.S.
4. Customer Service Experience
5. Fast and Efficient
6. Bi-Lingual

## **Education**

1. 2009-2014 Earned BA in Communications Studies, California State University San Bernardino
2. August 2016 - September 2016 Earned Certification in Bartending/Mixology, National Bartenders School, Riverside **(100-Hour Intensive Training Program)**

## Professional Experience

### **Sodexo (909) 537-7159**

Bartender/Cashier

March 2012 – June 2014

\$8.50/hr

Duties: Served draught beer in a fast-paced sports bar atmosphere, managed inventory of the company's goods, provided a high level of customer service, and prepared dishes from a constantly evolving menu.

### **Volt Workforce Solutions (424) 744-5593**

Treyarch Studios: Contracted Software Tester

November 2015 – June 2016

\$10.00/hr

Duties: Prepared detailed reports, worked cohesively in groups, worked long hours before submissions, navigated through different databases.

### **Escape Psycho Circus**

Barback

October 28-29 2016

\$10.50/hr + tips

Duties: I came in a couple hours before the bartenders to set up over 10 bars with everything they needed to start their shift. When they came, I let them know what could be served and how they should serve it. An example would be that the event was sponsored by Red bull and they always needed to give out the can no matter what. I had a walkie that I would use to keep in contact with the compound when I needed to make orders as well as finance when bartenders needed change or make a drop. I also contacted medical when someone needed attention. I made sure all my bartenders had the tools they needed to do their job.

### **Ayres Hotel (951) 571-4141**

Bartender

October 2016 – November 2016

\$10.50/hr + tips

Duties: Serving guests staying at the hotel in a timely manner with the best customer service. I have to prepare and serve a variety of drinks at the customer's request. I also stock take inventory wash dishes and am responsible for my bank in the beginning and end of the night.



## References

**Alex Tapia**  
Supervisor  
Sodexo  
(760) 412-2548

**Angela Barnett**  
Ayres Hotel  
Bar Supervisor  
(951) 218-8935

**Eric Roxas**  
Lead Tester  
Treyarch Studios  
(562) 852-9619



**Bartenders Test**

**Score** / 35

**Multiple Choice** (6 points)

C 1) Carbonation \_\_\_\_\_ the rate of intoxication.

- a) Slows down
- b) Speeds up
- c) Does nothing to

*J*

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

A 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

l "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"

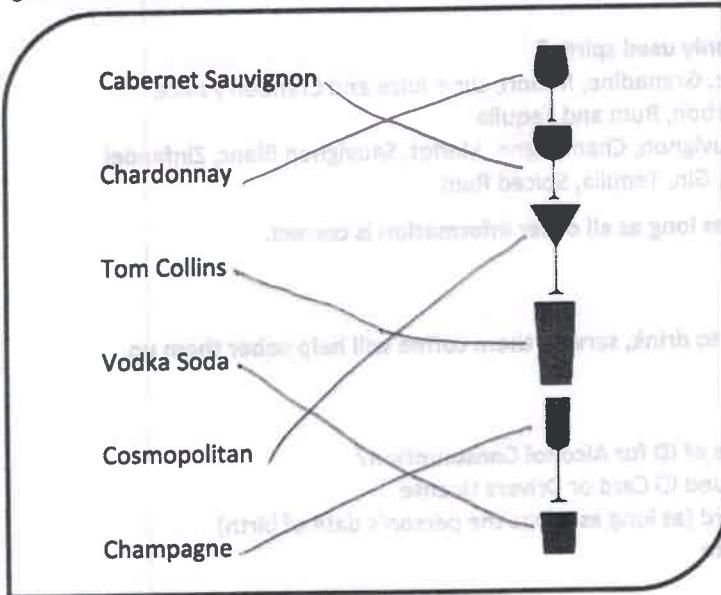
h.) Requesting a separate glass of another drink

b "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, Crown Royal, Bombay Gin

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

What are the ingredients in a Cosmopolitan? 1 1/2 oz. Vodka, 1 3/4 oz. Cranberry, 3/4 Triple Sec

What are the ingredients in a Long Island Iced Tea? 5 whites, Sweet n Sour, Splash of Coke, Lemon wedge

What makes a margarita a "Cadillac"? Floating Gran Marnier

What is simple syrup? Sweetened water

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

Yes, Marrying

What should you do if you break a glass in the ice? Burn the ice, get all glass and refill

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

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

What are the ingredients in a Margarita? Tequila, Triple Sec, Fill Sweet n Sour / Lime