

Patrice N. Harris

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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. Micros P.O.S.
4. Customer Service Experience
5. Fast and Efficient

Education

1. August 2016- October 2016 Earned Certification in Bartending/Mixology, Nationals Bartenders School, Riverside **(100-Hour Intensive Training Program)**
2. 2008-2012 Earned High School Diploma, A.B. Miller High School
3. 2012-2016 Earned Associate Degree in Communication Studies and University Studies
4. 2016-Current Attending Cal State San Bernardino for bachelor's degree in Communication studies

Professional Experience

Automobile Club Of Southern California (909)483-3771

Branch Specialist II

April 2016-Current

\$14.73/hr.

Duties: Process DMV Registration, take passport photos, distribute maps and tour books, enhance members relationship by diversifying use of products and services, and identify cross-sell opportunities.

Justice (909)646-7468

Lead Style Advisor

July 2012-Current

\$11.00/hr.

Duties: Supervised over 20 associates, opened and closed the store, which included counting cash drawers, making bank deposits, greet and communicate with every customer effectively, handle payroll and conducted goals for the day, operate POS System, and processed an average of 50 transactions each day in a timely manner.

Panda Inn (909)390-2888

Hostess

May 2014- September 2014

\$9.25/hr.

Duties: Greet every guest, process To-go orders, assist guest to their tables, order food products, operate cash register, ensure front of the restaurant was clean, promote a family-oriented restaurant, and handle phone orders.

References

Shelley McLaughlin

Supervisor

Auto Club of Southern California

(909) 481-3771

Racquel Llopis

Supervisor

Justice

(951) 249-2330

Prentice Harris

Mentor

Chaffey College

(909) 226-1777

Multiple Choice (6 points)

- A 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)

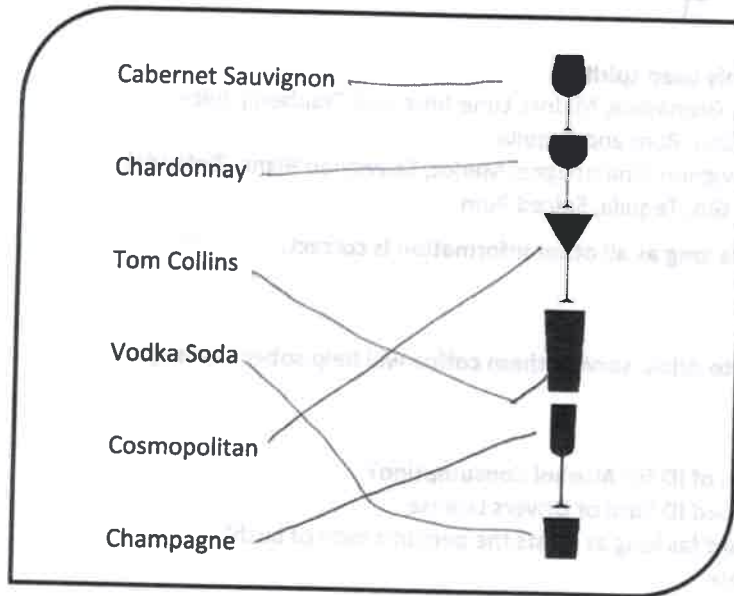
Match the word to its definition

- I "Straight Up"
E Shaker Tin
C "Neat"
A Muddler
B Strainer
D Jigger
G Bar Mat
F "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 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): Skyy, Jameson, Jack

What are the ingredients in a Manhattan? Sweet Vermouth, requested whiskey, cherry

What are the ingredients in a Cosmopolitan? Vodka, Triple Sec, Cranberry

What are the ingredients in a Long Island Iced Tea? 5 whites, Sweet & Sar, splash of coke, cherry

What makes a margarita a "Cadillac"? 1800 Tequila, gran marnie

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? Sanitize, clean ice at, wash down w/ hot water, replace

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

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

What are the ingredients in a Margarita? 1 scoop of ice, 1oz. Tequila, 1/2 oz. Triple Sec, Fill w/ Sweet & Sar lime