

Jessica Sentman
5062 Lankershim BLVD #3036
North Hollywood, CA 91601
313-820-45558
sentmanj@gmail.com

Introduction

"The good life is one inspired by love and guided by knowledge." - Bertrand Russell

I am looking for a great hospitality job in a professional and friendly environment. Not only do I love professional people and establishments, but I excel in them.

Skills

Personable, efficient, quick, entertaining, knowledgeable, kind, sweet, honest, punctual, hardworking, professional, neat, prepared, witty, TIPS Certified, Food Handlers Card, experienced, team player, motivating, friendly, compassionate, and diligent.

Work History and Experience

- Lovi's Deli August 2015 - Present
Server: Set-up and clean up of area, guest service.
- Pono Burger September 2014 - August 2015
Food Runner, Hostess: Set-up, break down of area. Greet, seat, and serve guests.

- Michael's Public House June 2013 – June 2014
Bartender, Server: General duties include, set-up and clean up of shift, bar and food service, light food preparation, and management of the register.
- Big Rock Chop House October 2011 – June 2013
A' la Carte and Banquet Server :Banquet and A 'La Carte dinning service that included set-up and clean up of events; lunch and dinner service.
- Western Golf & CC July 1998 – October 2011
A' La Carte and Banquet Server: Banquet and A 'La Carte dinning service that included, set-up and clean up of events; lunch and dinner service.

Education

- Schoolcraft Community College January 2009 – 2014
Pursuing a general business degree but I have not graduated.
- Henry Ford Community College September 2002- January 2004
Associates in the arts but not completed.
- Florence-Darlington Technical September 2013
Certified Valve Technician

References

- Shea O'Brien, General Manager, Pono Burger, 310-600-7174
- Debbie Newton, DR Manager Western Golf and Country Club 734-904-1050
- Mike Hashem, Owner, Michael's Public House, 313-790-6160
- Jennifer Kind, Manager, Big Rock Chop House, 313-690-0919

Servers Test

Multiple Choice

- 1) Food is served on what side with what hand?
 - a) On the left side with the left hand
 - b) On the left side with the right hand
 - c) On the right side with the left hand
 - d) On the right side with the right hand

- 2) Drinks are served on what side with what hand?
 - a) On the left side with the left hand
 - b) On the left side with the right hand
 - c) On the right side with the left hand
 - d) On the right side with the right hand

- 3) Food and drinks are removed on what side with what hand?
 - a) On the left side with the left hand
 - b) On the left side with the right hand
 - c) On the right side with the left hand
 - d) On the right side with the right hand

- 4) What part of a glass should you handle at all times?
 - a) The stem
 - b) The widest part of the glass
 - c) The top

- 5) When you are setting a dining room how should you set up your tablecloths?
 - a) Neatly and evenly across the tables
 - b) The creases should all be going in the same directions
 - c) The chairs should be centered and gently touching the table cloth
 - d) All of the above

- 6) If you bring the wrong entrée to a guest what should you do?
 - a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 - b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
 - c) Try to convince the guests to eat what you brought them
 - d) Go back into the kitchen to the front of the line and inform the expediter that you need a different entrée

Match the Correct Vocabulary

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E Queen Mary

B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

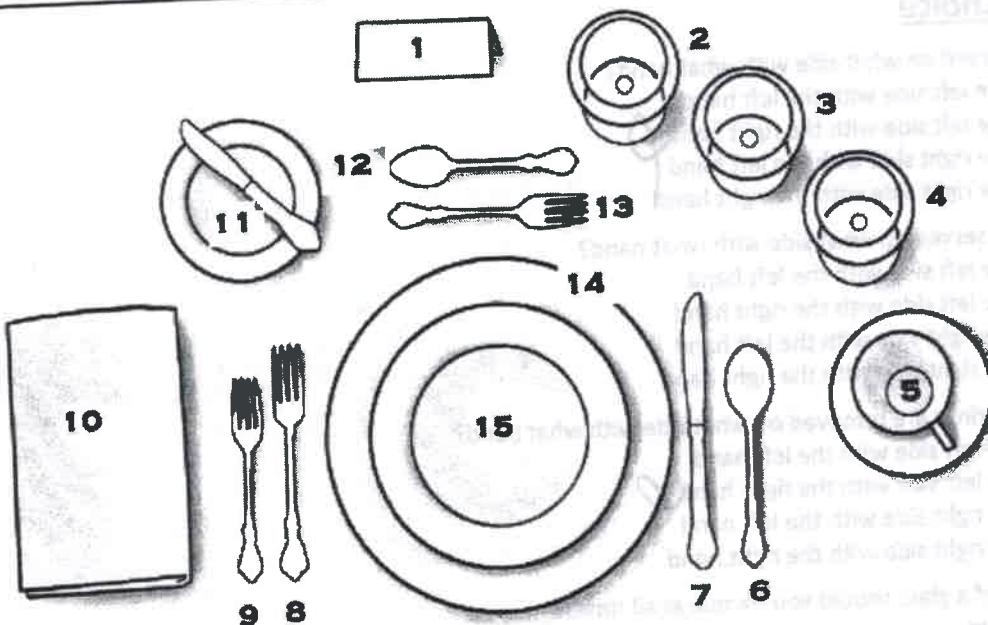
F Corkscrew

F. Used to open bottles of wine

C Tray Jack

G. Style of dining in which the courses come out one at a time

Servers Test



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>2</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>4</u>	Water Glass		

Fill in the Blank

1. The utensils are placed 1 1/2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? _____
3. Synchronized service is when: Everything goes down at once
4. What is generally indicated on the name placard other than the name? _____
5. The Protein on a plate is typically served at what hour on the clock? 12⁰'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Tell your supervisor, follow procedure set forth during meeting

Multiple Choice (6 points)

B 1) Carbonation b 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

C "Straight Up"
F Shaker Tin
A "Neat"
A Muddler
B Strainer
B Jigger
A Bar Mat
D "Float"
H "Back"

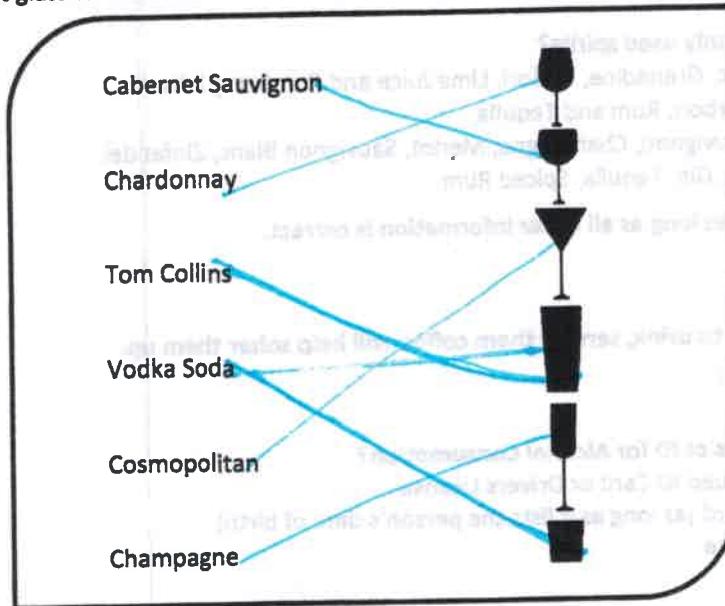
a.) Used to crush fruits and herbs for craft cocktail making
 b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured
 c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice
 d.) To pour $\frac{1}{2}$ oz of a liquor on top
 e.) Used to measure 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

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):

Grey Goose, Jameson,

What are the ingredients in a Manhattan? Bourbon, grenadine

What are the ingredients in a Cosmopolitan? Vodka, Triple sec, cran syrup,

What are the ingredients in a Long Island Iced Tea? Vodka, Gin, Triple sec, Tequila,

What makes a margarita a "Cadillac"? ~~NA~~ lime

What is simple syrup? Syrup used in certain cocktails

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? Melt all the ice, refill.

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

What does it mean when a customer orders their cocktail "dirty"? Add a bit of olive juice?

What are the ingredients in a Margarita? Tequila, Triple sec, sour mix