

Angela LeBlanc

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Professional Profile

Highly motivated service -oriented Bartender with a wide - ranging history in the service industry. Looking for the opportunity to build and strengthen the costumer base of a fine establishment. Along with my extensive knowledge of wine, beer, and cocktails, I bring a genuine passion for the industry and I have a fun , positive attitude. I enjoy giving exceptional customer service to every costumer every time. Looking for an opportunity to expand my knowledge base.

Qualifications

- Outstanding customer service
- Excellent judgment
- Anticipates guest needs
- Knows cash and credit transactions
- Knows basic accounting
- Extensive spirits knowledge
- Maintains a clean bar
- Extensive wine knowledge
- Excellent verbal communications
- Courteous

Education

2016

National Bartending School
Mixology
TIPS Certification

Covina, CA

Relevant Experience

Named Employee of the Month, June, 2013

Consistently received 100% positive customer feedback in all positions.

Experience

July 2006
to Sept 2008

Surf and Saddle
Bartender/ Bar back

Solano Beach,CA

Prepared mixed drinks; poured wine, beer and nonalcoholic beverages.
Served as backup for bartenders.
Processed cash, credit card and voucher payments.
Made engaging connections with guests to create loyalty to the bar.
Performed closing duties including cleaning, sanitizing and replenishing liquor.
Cleaned and filled ice bins.
Kept accurate cash bank in register.
Stocked beer and wine coolers.
Served each guest with a sincere, positive, pleasant and enthusiastic attitude.

March 2002 to September 2005	Monty's Server Delivered food and beverage orders within established timeframes Maintained full knowledge of all menu items, contents and preparation methods.Served as backup for bartenders. Delivered quality food and beverage service to guests in a responsible manner. Maintained full knowledge of bar and menu items and made recommendations. Prepared mixed drinks; poured wine, beer and nonalcoholic beverages. Collected money and made change. Opened and closed bar tabs and transferred tabs to dining area. Processed cash, credit card and voucher payments. Stopped service to any adult furnishing alcoholic beverages to a minor. Upheld a high standard of cleanliness in all work areas. Maintained a neat personal appearance. Served each guest with a sincere, positive, pleasant and enthusiastic attitude. Made engaging connections with guests to create loyalty. 7 years fine dining experience.	Pasadena, CA
January 2000 to April 2003	Santa Anita Turf Club Server Maintained full knowledge of bar and menu items and made recommendations. Delivered quality food and beverage service to guests in a responsible manner. Delivered food and beverage orders within established time-frames. Prepared mixed drinks; poured wine, beer and nonalcoholic beverages. Neatly set tables. Collected money and made change. Opened and closed bar tabs and transferred tabs to dining area. Processed cash, credit card and voucher payments.. Upheld a high standard of cleanliness in all work areas. Maintained a neat personal appearance. Served each guest with a sincere, positive, pleasant and enthusiastic attitude.	Arcadia, CA

Name Angela LeBlanc
Score / 35

Servers Test

Multiple Choice

- B 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
- A 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
- A 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
- A 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
- D 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
- D 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 expeditor that you need a different entrée

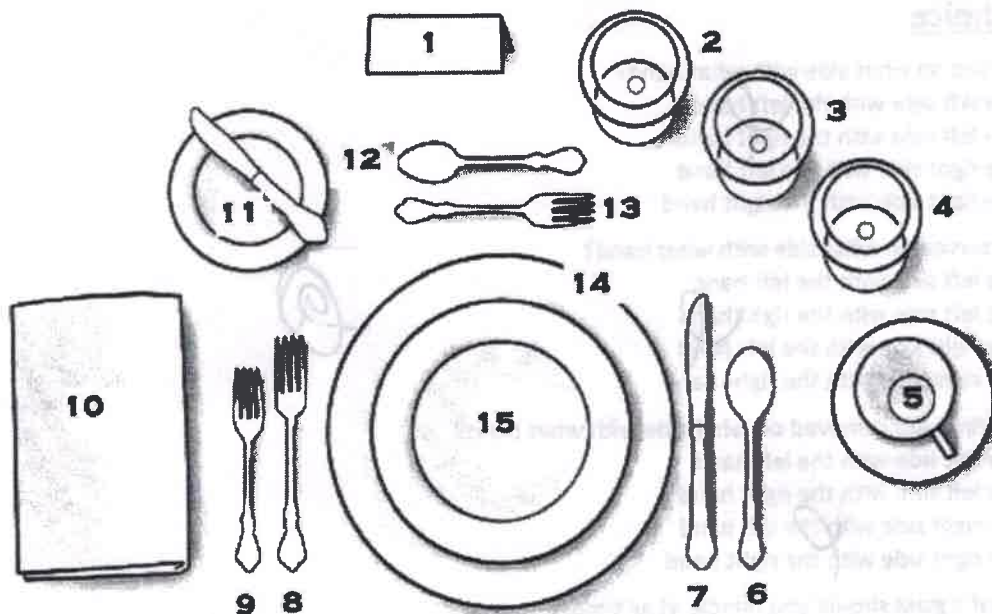
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>G</u> 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) |
| <u>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>E</u> French Passing | D. Area for dirty dishware and glasses |
| <u>B</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F. Used to open bottles of wine |
| <u>C</u> Tray Jack | G. Style of dining in which the courses come out one at a time |

Name _____

Servers Test

Score / 35



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>4</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>2</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 1/2 inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream & sweeteners
- Synchronized service is when: fresh spoon Everyone is served at same time
- What is generally indicated on the name placard other than the name? table #
- The Protein on a plate is typically served at what hour on the clock? 3
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
inform the expiditor

Bartenders Test

Score / 35

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
- A 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"

E Shaker Tin

I "Neat"

A Muddler

B Strainer

J Jigger

G Bar Mat

D "Float"

H "Back"

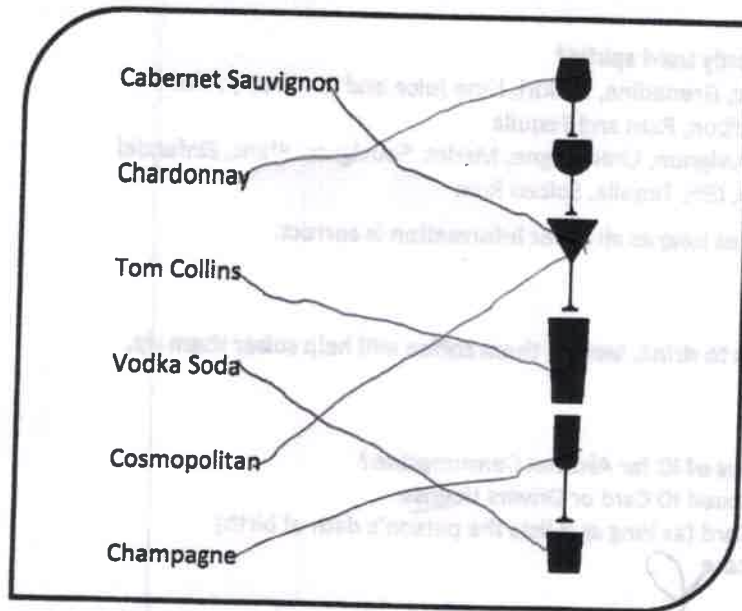
- a.) Used to crush fruits and herbs for craft cocktail making
- b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured
- c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice
- d.) To pour 1/2 oz of a liquor on top
- e.) Used to measure 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, Grand Marnier, Don Julio

What are the ingredients in a Manhattan? rocks glass filled w/ ice 3 oz whiskey, sweet vermouth, cherry on top

What are the ingredients in a Cosmopolitan? 1 1/2 oz vodka, 3/4 oz triple sec, 3/4 oz cranberry juice, shake strain, lemon twist

What are the ingredients in a Long Island Iced Tea? 1/2 oz each vodka, gin, tequila, rum, triple sec, fill w/ sweet in sour splash coke, lemon twist

What makes a margarita a "Cadillac"? Margarita glass salt rim add ice 1 oz 1800 tequila, fill margarita mix float 1/2 oz grand marnier or you could serve shot on side

What is simple syrup? mix float 1/2 oz grand marnier or you could serve shot on side

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

no

marrying

What should you do if you break a glass in the ice? Burn Ice Clean + sterilize ice bin

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

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

What are the ingredients in a Margarita? Blender ice 1 oz tequila, 1/2 oz triple sec, fill w/ margarita mix salt rim marg-glass serve w/ lime wheel.