

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

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 dinning 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

D Scullery

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

Q 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

E French Passing

D. Area for dirty dishware and glasses

B 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

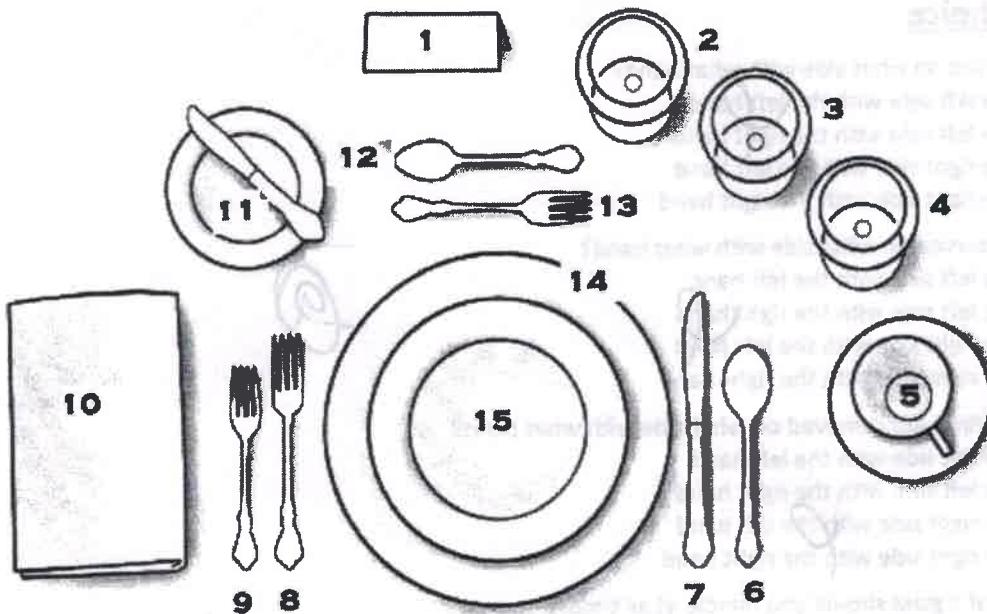
C Tray Jack

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

Name _____

Score / 35

Servers Test



Match the Number to the Correct Vocabulary

- 10 Napkin
- 11 Bread Plate and Knife
- 1 Name Place Card
- 12 Teaspoon
- 13 Dessert Fork
- 6 Soup Spoon
- 15 Salad Plate
- 2 Water Glass

- 8 Dinner Fork
- 5 Tea or Coffee Cup and Saucer
- 7 Dinner Knife
- 4 Wine Glass (Red)
- 9 Salad Fork
- 14 Service Plate
- 3 Wine Glass (White)

Fill in the Blank

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

Bartenders Test

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

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"

a.) Used to crush fruits and herbs for craft cocktail making

E 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

S 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

b "Back"

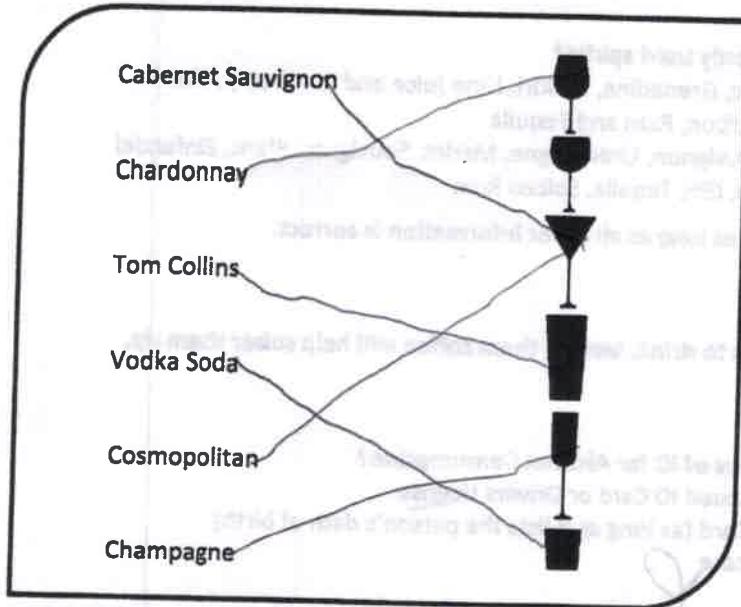
i.) Means to serve spirit room temperature in a rocks glass with no ice

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):

Don Julio

Grey Goose, Grand Marnier

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

What are the ingredients in a Cosmopolitan? 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 n sour, splash coke, lemon twist

What makes a margarita a "Cadillac"?

Margarita glass salt rim, add ice 1 oz tequila, fill margarita mix float 1/2 oz grandmarnier or you could serve shot on side

What is simple syrup?

Mix 1/2 cup water and 1/2 cup sugar in a small saucepan. Bring to a boil and stir until the sugar is dissolved. Let cool and store in the refrigerator for up to 1 month.

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?

Ice bin

Burn Ice, Clean + sterilize

When is it OK to have an alcoholic beverage while working?

Never

What does it mean when a customer orders their cocktail "dirty"?

Onion juice

Add olive juice, or

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.