

# **Gary A. Alonso**

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## **PROFESSIONAL EXPERIENCE:**

*Gary is an astute hospitality management professional with 22 years of experience in foodservice and marketing classy entertainment related projects in multi-sized facilities & concepts. He has comprehensive experience in creating business development procedures, service standards, operational policies and guidelines for maintaining quality & hygiene quality standards. He possesses a strong track record of successfully building competent teams of motivated staff and long lasting networks.*

*Gary started his career with the Baja Sharkeez Corporation at the level of General Manager. He is independently involved in providing the customer a new fresh feel of tasteful experiences in terms of the look as well as the choice of food. He is an enthusiastic worker, promoter, self-motivated team leader with hands on experience in all aspects of management, operations planning and seamless execution in marketing VIP events with strong analytical skills and penchant for organizing details into actionable plans.*

**02/2015 – 11/2016**

**Co-General Manager**

**Buffalo Wild Wings**

**Varying Locations**

- Supervised and managed over 400 employees, worked with H.R. to comply all staff members
- Re-structured staff to increase focus on guest relations resulting in increased overall sales volumes of 5 to 10%
- Reduced food by 2% by implementing a waste sheet keeping kitchen accountable
- Increased Marketing events by 10% by booking cross promotions with local groups
- Turnover of staff by - 3% by pour implementing mandatory staff testing, bringing high energy to monthly meetings
- (Reason for leaving: Co- GM conflicts)

**03/2010 – 12/2014**

**General Manager**

**Annual Sales Volume: \$3.0 to \$3.5 million**

**Johnny Carino's Italian Restaurant**

**Whittier, CA**

[www.carinos.com](http://www.carinos.com)

- Oversaw staff of 70 employees worked with H.R. for corporate compliance.
- Increased sales by 4% by building consistent service and adding food runners/bussers
- Reduced costs by 3% by creating a receiving manager for all deliveries, paper, food and liquor

(Reason for leaving: Restaurant closed)

**02/1995 – 03/2010**

**General Manager**

**Baja Sharkeez**

[www.sharkeez.net](http://www.sharkeez.net)

**Varying Locations**

**Annual Sales Volume: 5.5 to \$6.00 million**

- Hired in as General Manager
- Oversaw staff of 60 employees per location, project manager for 10 locations, built up the H.R. Department,
- Increased sales by 8% by marketing and building the slower sales nights with new food and drink specials
- Reduced costs by 5% by assuring all products were properly received and rotated. Also used minimum order quantity methodology to reduce inventory holding costs

(Reason for leaving: To pursue new career growth opportunity)

## **Education:**

Bachelor of Science 1997 | University of Southern California, Los Angeles, CA  
Exercise Science, Biology      Bilingual-Fluent in Spanish



**Servers Test**

**Multiple Choice**

C 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

C 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

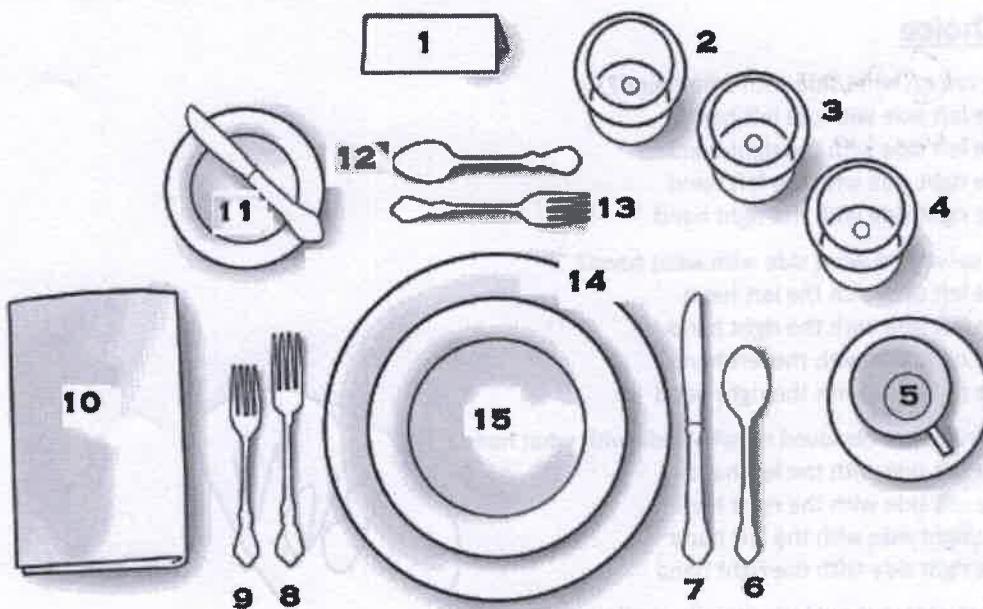
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**Match the Correct Vocabulary**

D Scullery  
E Queen Mary  
A Chaffing Dish  
B French Passing  
G Russian Service  
F Corkscrew  
C Tray Jack

A. Metal buffet device used to keep food warm by heating it over warmed water  
 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)  
 C. Used to hold a large tray on the dining floor  
 D. Area for dirty dishware and glasses  
 E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored  
 F. Used to open bottles of wine  
 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>2</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>3</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>4</u>	Wine Glass (White)
<u>1</u>	Water Glass		

**Fill in the Blank**

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

Multiple Choice (6 points)

C 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

A 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.

Vocabulary (9 points)

Match the word to its definition

F "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

G "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

D Bar Mat

g.) Used on the bar top to gather spills

H "Float"

h.) Requesting a separate glass of another drink

I "Back"

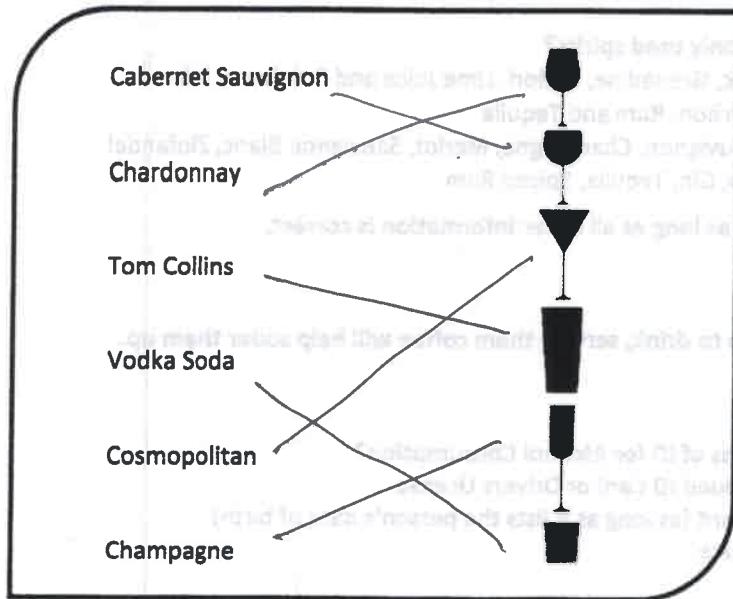
i.) Means to serve spirit room temperature in a rocks glass with no ice

**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):

Belvedere, Tanqueray, Hendrick's

What are the ingredients in a Manhattan?

Margarita, SS/Triple sec / Tequila / splash of shaken

What are the ingredients in a Cosmopolitan?

Vodka, <sup>strawberry</sup> cranberry / shaken

What are the ingredients in a Long Island Iced Tea?

Rum, Vodka, Gin, Tequila / coke

What makes a margarita a "Cadillac"?

a float of Grand Marnier

What is simple syrup?

sugar water like liquid

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

Marrying = not allowed

What should you do if you break a glass in the ice?

melt down all ice

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

never OK

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

add olive juice

What are the ingredients in a Margarita?

Tequila, lime juice, triple sec, salt

Manhattan