

# **Letitia C. Sallis**

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## **OBJECTIVE**

To obtain a challenging administrative or hospitable position where I can fully use my organizational and people skills in a company that values hard work and offers an opportunity for growth

## **SUMMARY OF QUALIFICATIONS**

Exceptional people skills with a record of providing superior levels of customer service. Highly-organized with proven administrative abilities. Motivated and dependable with an excellent work history.

Strong work ethic and a positive attitude; willing and eager to learn new skills  
Microsoft Word, Excel, and PowerPoint; Typing 45 wpm

## **EXPERIENCE**

**2015 - 2016** Applebee's, Phoenix AZ

Bartender

Responsible for greeting and serving customers and handling cash transactions. Handling specialty beverages for servers and guests. Responsible for liquor inventory

**2014 - 2015** Barton G The Restaurant, Los Angeles CA  
Reservationist, Host

Responsible for large and small party reservations for a popular fine dining establishment. Greeted customers and resolved all complaints and requests promptly via email.

**2011 - 2016** LA FITNESS, NATIONWIDE  
Front Desk, Collecting

Accepted and distributed messages and mails to proper departments and employees.  
Collecting delinquent accounts and processing billing.

**2010 - 2011** Cafe Intermezzo, Atlanta GA  
Server, Barista, Bartender

Responsible for greeting and serving customers and handling cash transactions  
Fine Dining

**2009 - 2010** FOX Sports Grill, Atlanta, GA  
Cocktail Server

Assisted customers in Atlanta's premiere Midtown sports restaurant

# Leilie C. Saito

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## OBJECTIVE

To obtain a challenging administrative or professional position where I can fully use my educational and people skills in a company that values hard work and offers an opportunity for growth.

## SUMMARY OF QUALIFICATIONS

Excellent people skills with a record of providing superior levels of customer service. Highly organized with proven administrative abilities. Multitasked and adaptable with a strong work ethic and a positive attitude; willing and eager to learn new skills. Microsoft Word, Excel and PowerPoint. Typing 45 wpm.

## EXPERIENCE

### 2012 - 2014 - Abbiesec, Phoenix AZ

Resumes

Responsable for resume and cover letter creation and providing copy instructions. Handing directly to clients for review and changes. Responsible for client follow-up.

### 2014 - 2015 - Granite City Restaurant, Los Angeles CA

Reservations, Host

Responsible for table and seat layout. Reservations for a booth. This division especially.

### 2011 - 2014 - LA FITNESS, NATIONWIDE

Front Desk, Cleaning

Accessing and digitizing member files to help with job functions and employee

### 2010 - 2011 - Cafe Intermezzo, Atlanta GA

Server, Bartender

Responsible for cleaning and serving customers and providing copy instructions

### 2008 - 2010 - FOX Sports Grill Atlanta, GA

Cooking, Server

Assisted customers in Atlanta's premiere Midtown sports restaurant.

**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 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**

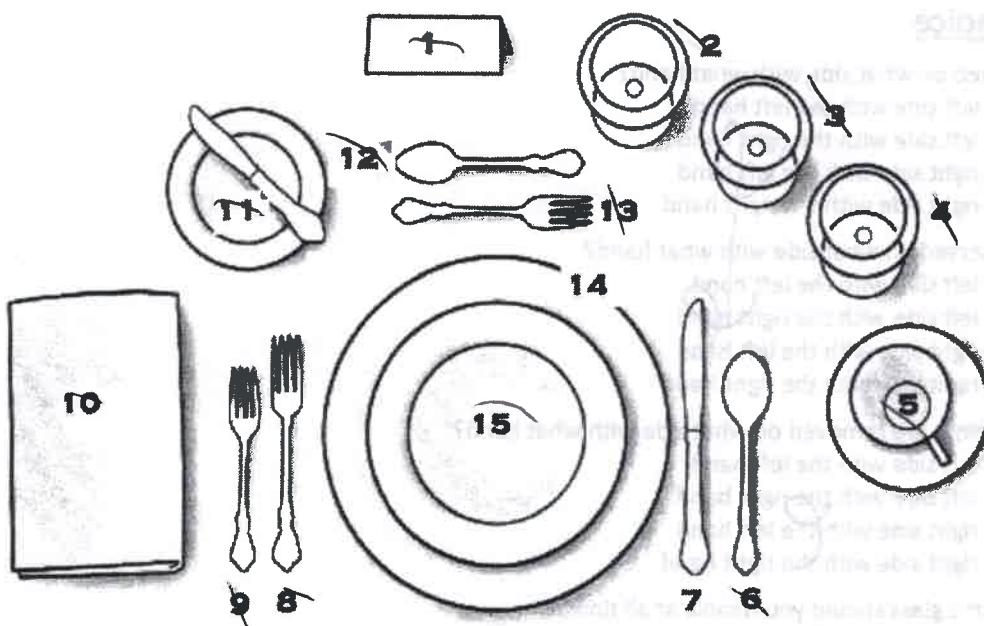
- a Scullery
- b Queen Mary
- c Chaffing Dish
- d French Passing
- e Russian Service
- f Corkscrew
- g Tray Jack

- 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

Name Ultitia Scillis

Score / 35

**Servers Test**



**Match the Number to the Correct Vocabulary**

<u>16</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>9</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>3</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>1</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>11</u>	Service Plate
<u>15</u>	Salad Plate	<u>4</u>	Wine Glass (White)
<u>2</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? teaspoon Server.
3. Synchronized service is when: Serve food in courses.
4. What is generally indicated on the name placard other than the name? Company.
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? hand menu, tell about dishes they have.

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
- 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

F Shaker Tin

b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

L "Neat"

c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

M 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

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

h "Back"

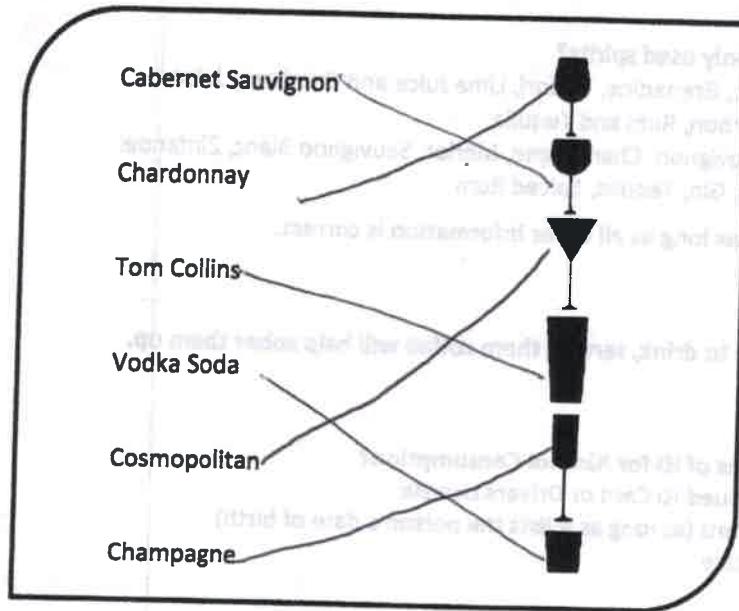
i.) Means to serve spirit room temperature in a rocks glass with no ice

**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): Grey Goose, Patron, Bacardi

What are the ingredients in a Manhattan? Whiskey, sweet vermouth, bitters

What are the ingredients in a Cosmopolitan? Cranberry, vodka, peach schnapps

What are the ingredients in a Long Island Iced Tea? rum, vodka, gin, triple sec, sweet & sour, coke float

What makes a margarita a "Cadillac"? liqueur floater

What is simple syrup? sugar water

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

Stealing 1 no

What should you do if you break a glass in the ice? lamb ice, clean, 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 juice added

What are the ingredients in a Margarita? sweet sour, tequila, triple sec