

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

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Name Letitia Sallis

Servers Test

Score / 35

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
- b 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
- b 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

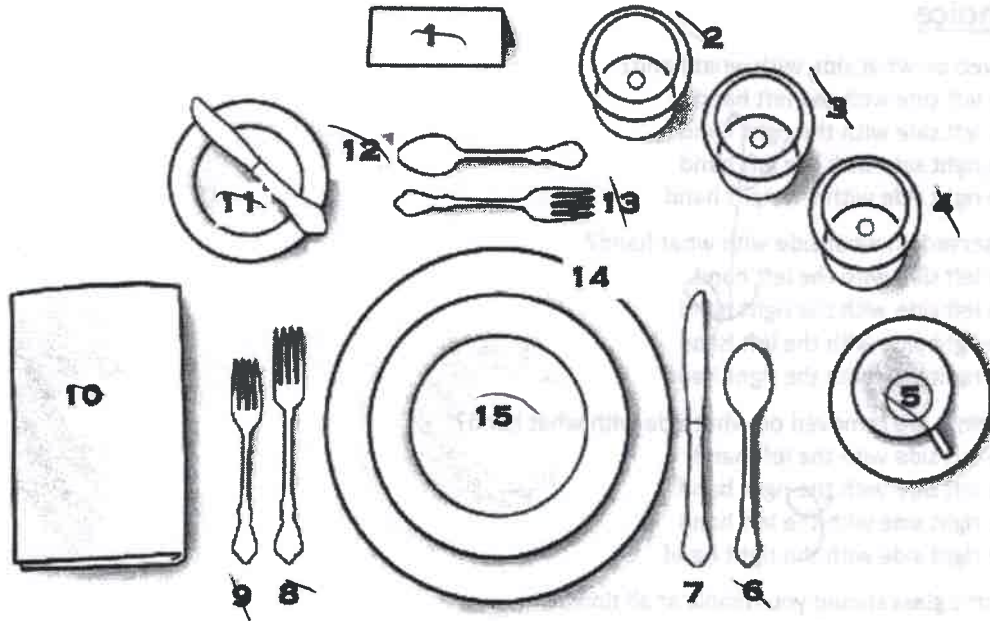
Match the Correct Vocabulary

- | | |
|--------------------------|--|
| <u>a</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>b</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>c</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>g</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>e</u> Tray Jack | G. Style of dining in which the courses come out one at a time |

Name Letitia Sallis

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>4</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>11</u>	Service Plate
<u>15</u>	Salad Plate	<u>4</u>	Wine Glass (White)
<u>2</u> <u>5</u> <u>6</u>	Water Glass		

Fill in the Blank

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? teaspoon saucer
- Synchronized service is when: serve food in courses
- What is generally indicated on the name placard other than the name? company
- The Protein on a plate is typically served at what hour on the clock? 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"

F Shaker Tin

I "Neat"

A Muddler

b Strainer

e Jigger

g Bar Mat

d "Float"

h "Back"

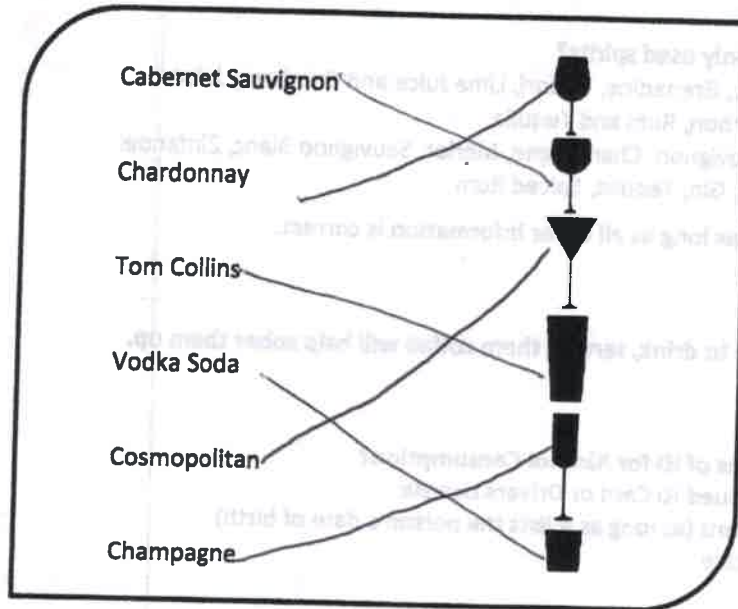
- a.) Used to crush fruits and herbs for craft cocktail making
- b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured
- c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice
- d.) To pour 1/2 oz of a liquor on top
- e.) Used to measure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

What are the ingredients in a Manhattan? concord Sweet Vermouth

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

What makes a margarita a "Cadillac"? liquor 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 No

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