



BRANDON ZANO

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PROFESSIONAL SUMMARY

Highly motivated and charismatic service-industry professional with a great attitude and work ethic, over 15 years of high-volume restaurant and club experience as a server, bartender and manager, seeking opportunities in a forward-thinking bar or restaurant.

CORE QUALIFICATIONS

- Outstanding Customer Service
- Suggestive Selling
- Communication and Relationship Building
- Cocktail List Development
- Extensive Beer and Spirits Knowledge
- Anticipating Guest Needs
- Accustomed to fast-paced environment
- Multi-tasking and Problem Solving
- Maintaining a clean bar and appropriate stock
- Ordering wine, beer, and liquor
- Strong Organization skills
- Positive attitude

EXPERIENCE

Bartender/Server

June – December 2016

Ball and Chain (Los Angeles, CA)

- Provided knowledgeable beer recommendations based on customer's taste preferences.
- Quickly removed debris accumulated in bar area to consistently maintain a clean service area.
- Greeted newly seated guests in a timely manner and provided friendly, professional service to all customers.
- Presented menus and answered questions about the cuisine, making recommendations on request.
- Cleaned tables quickly after guest departed to ensure a clean welcoming environment for new customers.

Manager

January - April 2016

The Backyard at 4518 (Los Angeles, CA)

- Managed a staff of 12, including front-of-the-house and back-of-the-house.
- Coordinated and conducted all hiring, scheduling and staffing decisions.
- Assisted in all roles as needed including: serving, bussing, food preparation, cooking, setting up the restaurant and patio, end-of-shift clean up and closing, ordering and maintaining stock.
- On demand problem solving and available at all times for anything related to the business.

Bartender/Manager

May 2013 - April 2015

Johnny Mango World Café and Bar (Cleveland, OH)

- Maintained detailed knowledge of all menu items, ingredients and preparation methods.
- Delivered food and beverage orders within the established time frames to ensure customer satisfaction.
- Prepared mixed drinks, beer and non-alcoholic beverages in a very fast paced, high-volume work environment.
- Responsible for all front-of-the-house aspects, including serving, seating, bartending and customer interaction.

Co-owner/Manager/Bartender

Duck Island Club (Cleveland, OH)

- Developed a menu of signature drinks and maintained an updated beer and wine list.
- Implemented and organized weekly events, including live music, DJs, and social events.
- Managed all aspects of bar and staffing.
- Responsible for a significant increase in customer volume, revenue, and positive online reviews as a result of the new cocktail menus and weekly events.

February 2011 - May 2015

Bartender/Server

Touch Supper Club (Cleveland, OH)

- Maintained detailed knowledge of bar and menu items.
- Responsible for staying current on latest trends in mixology and bar equipment.
- Prepared and delivered mixed drinks, wine, beer, and non-alcoholic beverages to customers in a fast-paced, diverse environment.
- Maintained awareness of bar status and customer needs to ensure timely service.
- Trained and developed new bar staff.

July 2005 - February 2011

EDUCATION

North Olmsted High School

Graduated 1998

North Olmsted, OH

Servers Test

Multiple Choice

D

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

B

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

D

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

E

Queen Mary

A

Chaffing Dish

B

French Passing

G

Russian Service

F

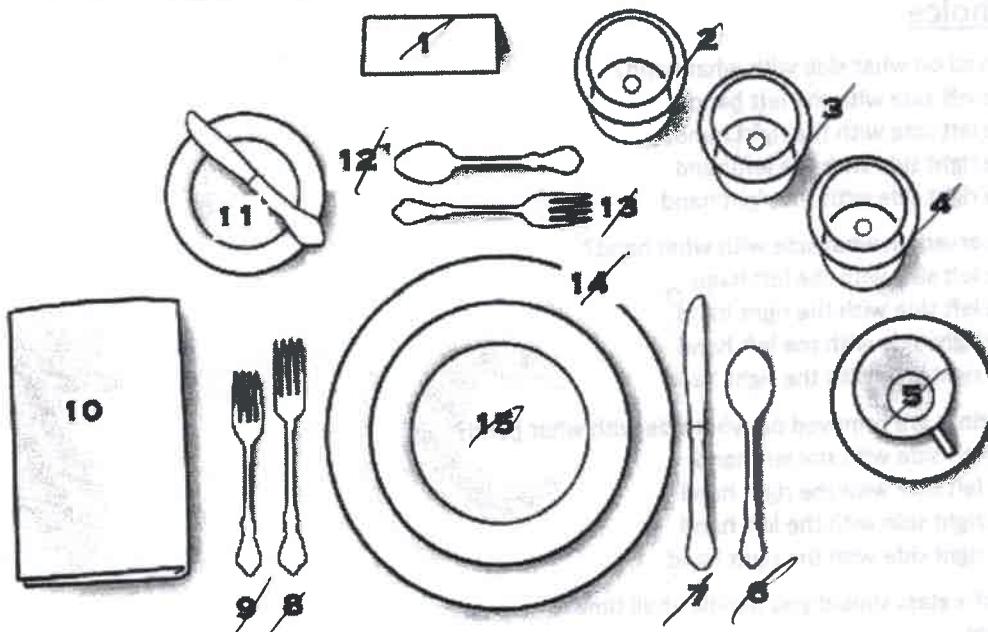
Corkscrew

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>8</u> | Dinner Fork |
| <u>11</u> | Bread Plate and Knife | <u>5</u> | Tea or Coffee Cup and Saucer |
| <u>12</u> | Name Place Card | <u>14</u> | Dinner Knife |
| <u>13</u> | Teaspoon | <u>2</u> | Wine Glass (Red) |
| <u>1</u> | Dessert Fork | <u>7</u> | Salad Fork |
| <u>6</u> | Soup Spoon | <u>11</u> | Service Plate |
| <u>15</u> | Salad Plate | <u>3</u> | Wine Glass (White) |
| <u>4</u> | Water Glass | | |

Fill in the Blank

1. The utensils are placed 2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar milk
3. Synchronized service is when: more than one person do it at a time
4. What is generally indicated on the name placard other than the name? _____
5. The Protein on a plate is typically served at what hour on the clock? 8:00
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Let the chef know

Multiple Choice (6 points)

3

1) Carbonation _____ the rate of intoxication.

- Slows down
- Speeds up
- Does nothing to

7

2) What are the six most commonly used spirits?

- Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice
- Vodka, Whiskey, Gin, Bourbon, Rum and Tequila
- Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel
- Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum

B

3) You can accept an expired ID as long as all other information is correct.

- True
- False

B

4) If someone has had too much to drink, serving them coffee will help sober them up.

- True
- False

7

5) What are the acceptable forms of ID for Alcohol Consumption?

- State or Government Issued ID Card or Drivers License
- Passport or Passport ID Card (as long as it lists the person's date of birth)
- School ID or Birth Certificate
- A & B
- 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.

- True
- False

Vocabulary (9 points)

Match the word to its definition

S "Straight Up"

E Shaker Tin

I "Neat"

A Muddler

S Strainer

E Jigger

G Bar Mat

D "Float"

C "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 $\frac{1}{2}$ 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

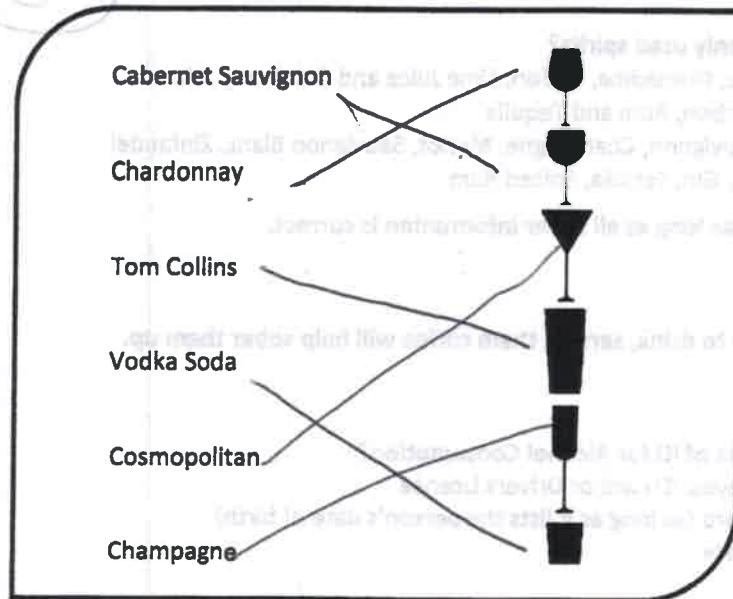
i.) Means to serve spirit room temperature in a rocks glass with no ice

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): Bottle over Hendricks, Patron

What are the ingredients in a Manhattan? Bourbon, cherry, Bitters, orange

What are the ingredients in a Cosmopolitan? Vodka, cran, triple sec, lime

What are the ingredients in a Long Island Iced Tea? Vodka, gin, rum, triple sec, sour, splash coke

What makes a margarita a "Cadillac"? Orange juice

What is simple syrup? Sugar water

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)
No

What should you do if you break a glass in the ice? Burn The Ice, wire it out

When is it OK to have an alcoholic beverage while working? No

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

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