
ANASTASIA KOPYLOVA

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PROFILE

Looking for a challenging fast -pace environment server position

EXPERIENCE

SERVER, SAL'S RESTAURANT ON MELROSE, LOS ANGELES, CA, OCTOBER 2016- DECEMBER 2016

Served large parties of people, ran food, bussed tables, restocked the bar, attended to the customers needs.

BARTENDER, CHEEBO ON SUNSET, LOS ANGELES, CA, APRIL 2016- OCTOBER 2016

Prepare fancy cocktails. Introduce wines to the customers. Sold 3 expensive bottles of wine. Acquired 10 regulars who kept coming back as they appreciated my service.

MANAGER'S ASSISTANT, SERVER, CIPRIANI, NEW YORK, NY, 2013- 2015

Processed all the payments. Handled all the reservations. Handled VIP requests. Inserted server's orders to the Micros System. Introduced the menu to the customers. Sold lots of specials and desserts. Promoted expensive bottles of wine.

BARTENDER, BAR BASSO, NEW YORK, NY, 2011-2013

Worked night time parties in a fast pace serving specialty cocktails and beer. Increased bar sales by the 20% from regular daily sales.

EDUCATION

CITY COLLEGE OF NEW YORK, NEW YORK, NY, AA in COMMUNICATIONS, 2 YEARS

STATE UNIVERSITY, RUSSIA, BA in ENGLISH, 4 YEARS

SKILLS Excellent customer service skills, communication skills, cocktail making abilities, Micros skills, computer skills, math skills, knowledge of wines.

REFERENCES Available upon request

Name Anastasia Kopylova

Servers Test

Score / 35

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 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

D Scullery

E Queen Mary

A ~~W~~ Chaffing Dish

G French Passing

B Russian Service

F Corkscrew

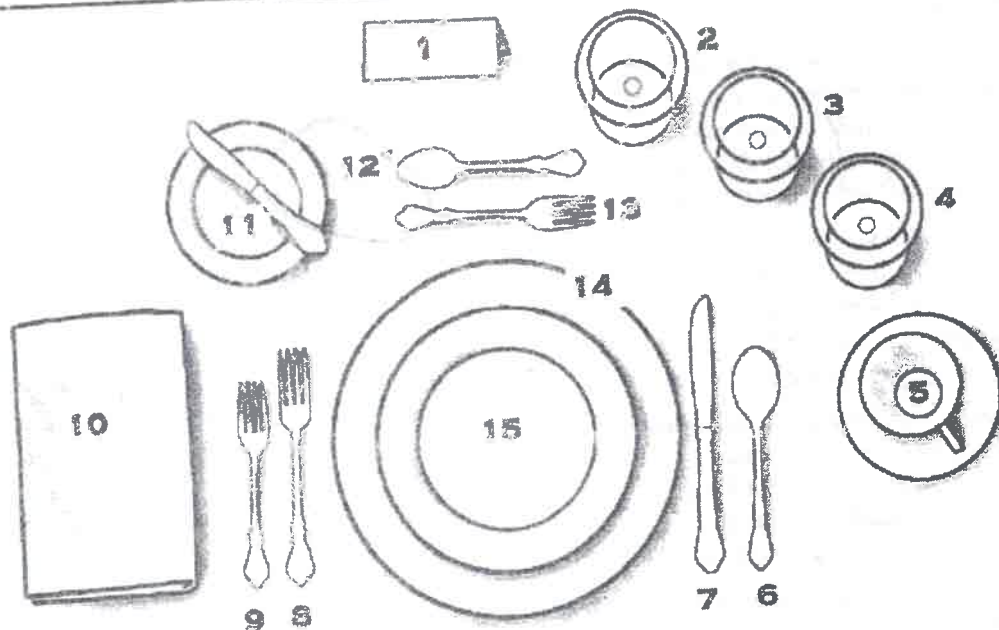
C Tray Jack

- 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

Name Anastasia Kopylova

Score / 35

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>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>2</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>3</u>	Wine Glass (White)
<u>4</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? sugar, milk/cream
- Synchronized service is when: When all dishes come out at the same time
- What is generally indicated on the name placard other than the name? Reserved
- The Protein on a plate is typically served at what hour on the clock? X
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Make Notes

Bartenders Test

Score / 35

Multiple Choice (6 points)

- 1) Carbonation _____ the rate of intoxication.
☒ (a) Slows down
b) Speeds up
c) Does nothing to
- 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
- 3) You can accept an expired ID as long as all other information is correct.
a) True
☒ (b) False
- 4) If someone has had too much to drink, serving them coffee will help sober them up.
a) True
☒ (b) False
- 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
- 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

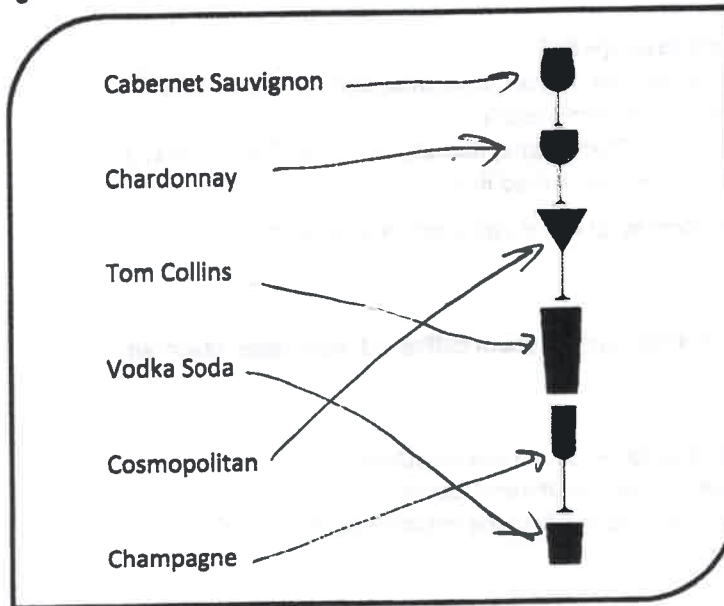
Vocabulary (9 points)

Match the word to its definition

- | | |
|------------------------|---|
| <u>C</u> "Straight Up" | a.) Used to crush fruits and herbs for craft cocktail making |
| <u>F</u> Shaker Tin | b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>i</u> "Neat" | c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice |
| <u>a</u> Muddler | d.) To pour ½ oz of a liquor on top |
| <u>b</u> Strainer | e.) Used to measure the alcohol and mixer for a drink |
| <u>e</u> Jigger | f.) Used to mix cocktails along with a pint glass and ice |
| <u>g</u> Bar Mat | g.) Used on the bar top to gather spills |
| <u>d</u> "Float" | h.) Requesting a separate glass of another drink |
| <u>h</u> "Back" | i.) Means to serve spirit room temperature in a rocks glass with no ice |

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, Mcallan 12, Sapphire

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

What are the ingredients in a Cosmopolitan? Citron vodka, lime juice, Cointreau, cranberry

What are the ingredients in a Long Island Iced Tea? Vodka, white rum, gin, Tequila, lemon

What makes a margarita a "Cadillac"? splash of Cola, Triple Sec, simple syrup, Tequila, Grand Marnier, lime juice, agave

What is simple syrup? Very sweet mix of sugar and water

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

It's illegal

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

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

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

What are the ingredients in a Margarita? Tequila, lime juice, simple syrup, Cointreau.