

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

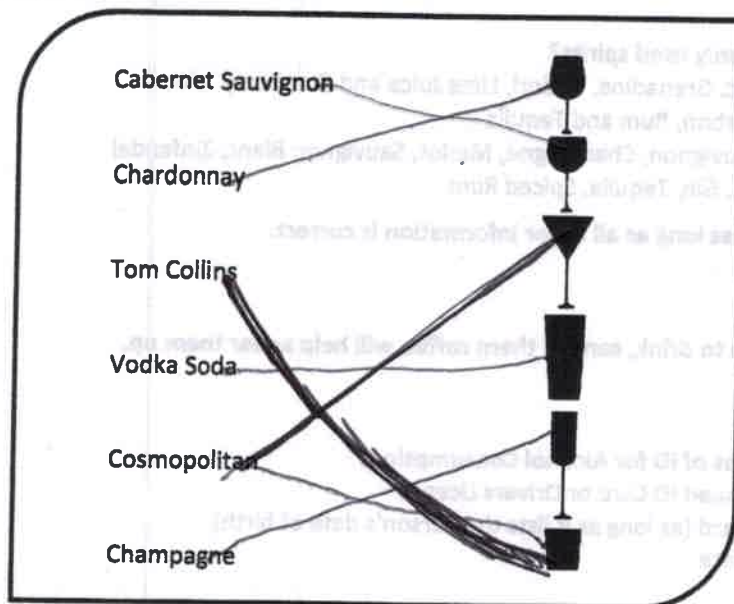
D "Float"

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

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, Patron, Bacardi 151

What are the ingredients in a Manhattan? Whiskey Rye, vermouth, Angstrom Bitters

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

What are the ingredients in a Long Island Iced Tea? vodka, Rum, tequila, gin triple sec, soda lime juice, coke

What makes a margarita a "Cadillac"? Grand Marnier Cointreau

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? Dump the ice and clean out bin with hot water to melt any extra ice to clean out all glass

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, simple syrup, lime juice, salt, ice

Name Marisa Olguin

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
- 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
- C 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 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

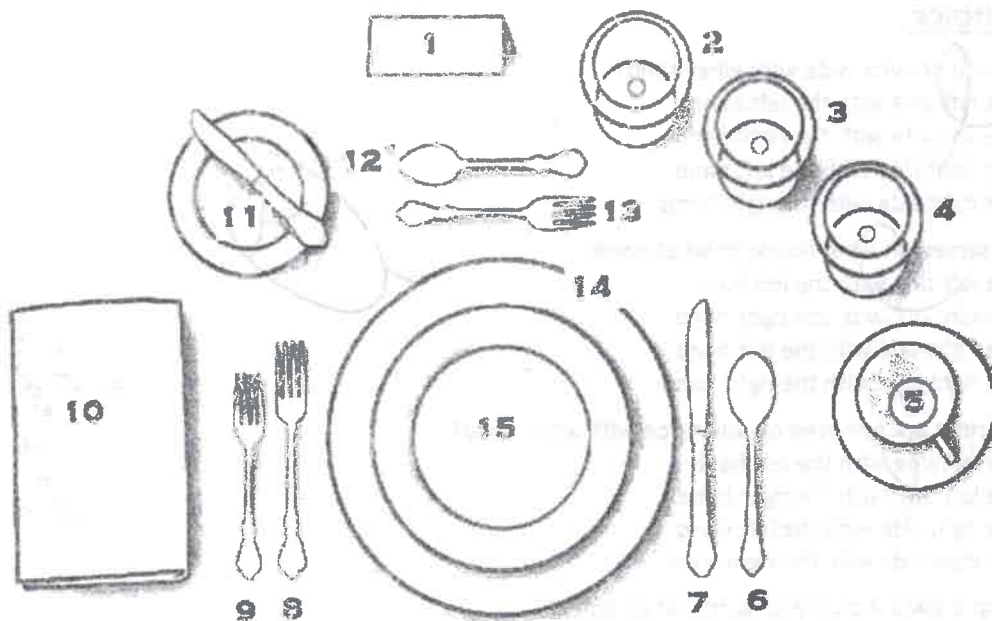
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>E</u> Scullery | A Metal buffet device used to keep food warm by heating it over warmed water |
| <u>C</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>D</u> Chaffing Dish | C Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | D Area for dirty dishware and glasses |
| <u>G</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>A</u> Tray Jack | G Style of dining in which the courses come out one at a time |

Name _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

- | | | | |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin | <u>14</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>6</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>2</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar, sweetener, cream
- Synchronized service is when: you go in order
- What is generally indicated on the name placard other than the name? number
- The Protein on a plate is typically served at what hour on the clock? 5pm
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
tell the chef put a note next to order

Marisa Olguin

805-402-4746

718 Forest Park Blvd #120
Oxnard ca 93036

- **OBJECTIVE:** Seeking employment where my amazing Customer Service, Multi-Tasking, Management, Serving and Leadership skills will be put to good use and I will be able to grow with the company

HIGHLIGHTS OF QUALIFICATIONS

- Bi-lingual
- Friendly Personality
- Can Multi-Task under pressure
- Works well with others
- 11 yrs customer service; 2 yrs leadership
- Home business owner of Legacy Direct
- Food Handler Certificate
- Shift Leader Certificate

RELATED SKILLS AND EXPERIENCE

MANAGEMENT

- Supervised shifts of five employees
- Trained new and existing employees to be on register taking orders and in the kitchen
- Mastered the art of selling
- Completed Shift Leader paperwork and inventory
- Travel Path throughout my shift to make sure store was clean and safe
- Made sure there wasn't any expired food, changed soda and carbonation tank

CUSTOMER SERVICE

- Always treat customers with respect and kindness
- Build relationships with customers
- Went above and beyond customers expectations
- Ability to manage customer complaints
- Ability to motivate and inspire talent from customers and employees
- Passionate about customer service

EDUCATION

Currently Attending National Bartending School
Santa Clarita School of Performing Arts
Food Handler Certificate/Shift Leader Certificate(passed with a 97% out of 380 questions)

REFERENCES

Jake Rosario	Co-Founder CMO/Legacy Direct	949-445-1288
Carmina Serrato	Former co-worker	805-336-0440
Alejandra Cervantes	Former co-worker	805-814-0579

