

Chanou L Wiltshire

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SKILLS Proficient in Fast Paced Environments, POS Systems, Spirit, Wine, & Beer knowledge, Multitasking, Coordination, Mac and PC platforms, Microsoft Office, PowerPoint, Social Media

WORK HISTORY

Prospect Theatre, Server LA, CA Oct 2016- Present

Track food and beverage orders for visiting patrons for musical concerts
Prepare and clean dining tables in preparation for ticketed guests
Serve meal plates and cocktails to guests while maintaining structure and order

Recess Eatery, Event Coordinator, Bartender, Server, Host LA, CA Feb 2016- Present

Fully coordinate, schedule, and promote events for branding of restaurant
Mixology on craft cocktails to provide custom beverages for patrons
Documented customer orders and streamlined dining experience to completion

Liberty Theater, Bar Manager NYC, NY Jan 2013- Jan 2016

Trained/managed staff of 10+ for daily food and beverage service
Maintained work environment adhering to health requirements
Tracked daily maintenance, accounting, and employee logs

The 5 Spot, Head Barmaid NYC, NY Oct 2014- Apr 2016

Coordinated calendars, meeting, and event arrangements
Prepared and provided drink cocktails and food items for bar patrons
Managed cash and credit card transactions

EDUCATION

City University of NY, Harlem, NY

Department of Theatre BFA

2010-2012

Brooklyn College, Brooklyn, NY

Department of Theatre BFA

2013-2015

Long-term trends in the distribution of *Chlorophyceae* in the Baltic Sea

Chlorophyceae are the most abundant phytoplankton group in the Baltic Sea. The distribution of *Chlorophyceae* in the Baltic Sea is characterized by a high degree of seasonal and spatial variability. The distribution of *Chlorophyceae* in the Baltic Sea is characterized by a high degree of seasonal and spatial variability.

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Servers Test

Multiple Choice

A

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

D

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 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

(1)

Match the Correct Vocabulary

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

A 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)

E Chaffing Dish

C. Used to hold a large tray on the dining floor

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

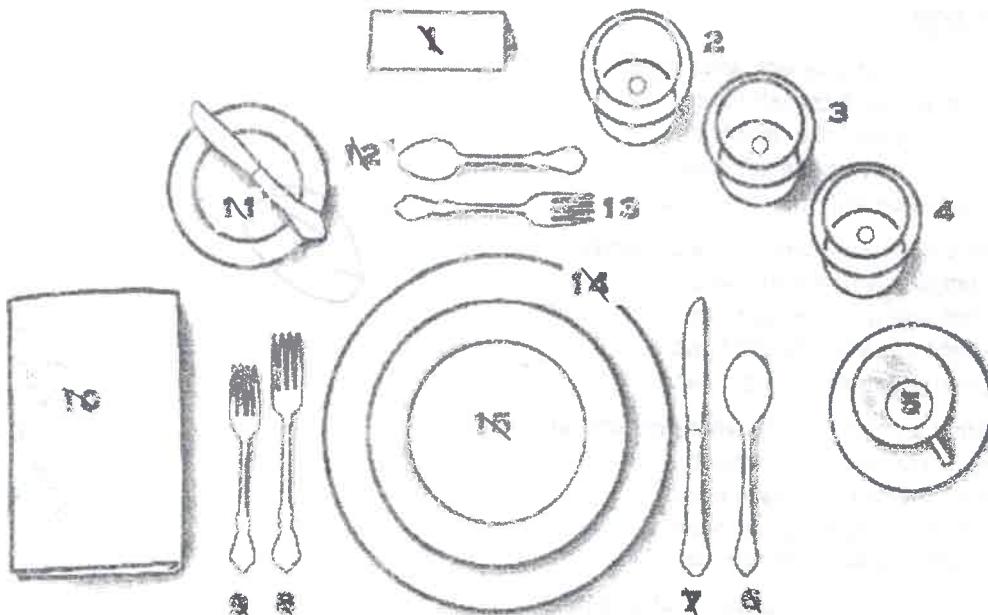
F Corkscrew

F. Used to open bottles of wine

C Tray Jack

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>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>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>10</u>	Wine Glass (White)
<u>2</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? Condiments & Stirrers
3. Synchronized service is when: All patrons are serviced together.
4. What is generally indicated on the name placard other than the name? Title.
5. The Protein on a plate is typically served at what hour on the clock? 10.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Check in with Expeditor or Cook.

Multiple Choice (6 points)

A

1) Carbonation _____ the rate of intoxication.

- a) Slows down
- b) Speeds up
- c) Does nothing to

Y

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

Y

A

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

S

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

S "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

C "Neat"

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

A 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"

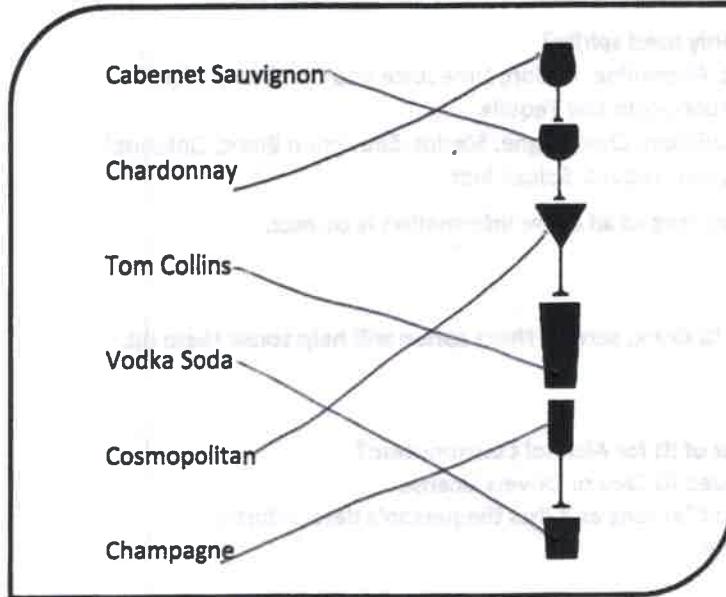
h.) Requesting a separate glass of another drink

H "Back"

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

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):

Chopin, Patron, Ketel One

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

What are the ingredients in a Cosmopolitan? vodka, triple sec, cranberry, lime

What are the ingredients in a Long Island Iced Tea? vodka, gin, rum, tequila, triple sec, soda

What makes a margarita a "Cadillac"? Pineapple juice

What is simple syrup? sugar & hot water

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

no, this is called "muddling bottles"

What should you do if you break a glass in the ice? dump & refil ice

When is it OK to have an alcoholic beverage while working? Never (maybe tastings)

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

What are the ingredients in a Margarita? tequila, simple/triple sec, lime, soda