

Kerry Goodwin
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Education:

Vancouver Film School, Vancouver, BC Canada

Program: Acting for Film and Television

Graduated: Diploma

Marquette University, Milwaukee, WI

Major: Theatre Arts Minor: Film

Graduated: BA

DePaul University, Chicago, IL

Concentration: Acting/Directing

Work Experience:

Employer: Special Events Staffing
Position: Bartender
Dates: 1/16 to Present
Supervisor: Staci Malicki
Phone Number: 626-296-6771
Work Performed: Bartender, Catering, Set-Up, Break Down

Employer: Party Staff
Position: Bartender
Dates: 7/15 to Present
Supervisor: William Hickey
Phone Number: 323-933-3900
Work Performed: Bartender, Catering, Set-Up, Break Down

Employer: Jillian's Hi-Life Lanes
Position: Bartender
Dates: 9/15 to 1/16
Supervisor: Dave Hines
Phone Number: 323-578-3694
Work Performed: Bartender, Cash Handling, Catering

Employer: Island's Restaurants, Glendale, CA
Position: Server
Dates: 11/13 to 9/15
Supervisor: Stacey Petersen
Phone Number: 818-545-3555
Work Performed: Server, Cash Handling

Employer: Brats Brothers Newbury Park & Sherman Oaks, CA
Position: Lead Bartender
Dates: 12/12 to 12/13
Supervisor: Andrew Brennan
Phone Number: 818-219-4991
Work Performed: Bartend, Write Schedule

Employer: Second Spin (FYE) Sherman Oaks & Santa Monica, CA
Position: Associate
Dates: 7/11 to 1/13
Supervisor: Rod Rufo
Phone Number: 818- 986-6866
Work Performed: Stock, Register Sales

Employer: FYE, Moreno Valley CA
Position: Assistant Manager
Dates: 4/11 to 7/11
Supervisor: Melody Barthe
Phone Number: 951-653-8892
Work Performed: Supervise Staff, Open and Close Store, Money, Register

Employer: Harkins Theatres, Chino Hills CA
Position: Assistant Manager 4
Dates: 09/09-3/11
Supervisor: Steven McKinney
Phone number: 909-772-5444
Work performed: Customer Service, Run Projection (Strong II, Kodak Digital, Master Image Digital), Build and Tear Films, Accurate money handling, A fast paced environment, Supervise staff, Concession Orders, Marketing, Employee Schedule, Film Show Times, Payroll, HR, Staff training and testing, Various types of Paperwork, Vault/Floor Manager, Auditing, Inventory

Employer: Lincoln Square Cinemas, Seattle WA
Position: Assistant Manager
Dates: 9/08 to 9/09
Supervisor: Sheri Meehan
Phone Number: 425-450-9100
Work Performed: Customer Service, Projection (35mm Strong Highland IIa, Sony Digital 4K Real D, IMAX Digital 4K), Accurate money handling, Fast paced environment, Supervise staff, HR, Public Speaking, Events.

Employer: Harkins Theatres, Flagstaff, Sedona AZ
Position: Assistant Manager 4

Dates: 4/02-1/08
Supervisor: Phillip Forbes
Phone Number: 480-732-0110
Work Performed: Customer Service, Run Projection (Strong II), Build and Tear Films, Accurate Money Handling, Fast Paced Environment, Supervise Staff, Marketing, Various Types of Paperwork, Vault/Floor Manager.

Employer: Victoria's Secret, Wauatosa WI/Flagstaff AZ
Position: Sales Associate
Dates: 10/05 to 7/07
Supervisor: Shawna Knight
Phone number: 414-476-4090
Work performed: Customer Service, Bra Specialist, and Lead Cashier

Employer: Kerasotes Theatres, Vernon Hills IL
Position: Hourly Assistant
Dates: 10/03 to 5/05
Supervisor: Chris Barker
Phone number: 847-224-0875
Work performed: Customer Service, Projection (Strong), Work in a fast paced environment, Accurate money handling, Supervising staff, Paper filing, Marketing and Film manager, Employee Tests

Employer: Mike & Rhonda's, Flagstaff AZ
Position: Waitress/ Cashier
Dates: 4/00-10/01
Supervisor: Kea Mead
Phone number: 928-526-8138
Work performed: Accurate account of money, Fast paced customer service, Serve customers

Skills:

Computer: Internet, Spreadsheets, Work Processing
Typing: 80+ wpm
Equipment: General Office, MS Word, Excel, PowerPoint, Final Draft
General: Cashiering, Office
Certifications: TIPS
Bartender's Certificate

C 1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?

- a) 20 minutes
- b) 30 minutes
- c) 60 minutes

B 2) What are the basic ingredients of a Latte?

- a) Milk, Espresso, Whipped Cream
- b) Espresso, Steamed Milk
- c) Water, Espresso, and Foam

A 3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?

- a) 2 minutes
- b) 4 minutes
- c) 5 minutes

A 4) When steaming milk for a beverage, what temperature should you steam the milk to?

- a) 150-160 degrees
- b) 190-200 degrees
- c) 120-130 degrees

C 5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?

- a) 8 seconds
- b) 20 seconds
- c) 10 seconds

C 6) What do you do if a customer says their latte does not taste like there is espresso in it?

- a) Tell them you made the drink according to the recipe so it should be fine
- b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
- c) Apologize to the customer and remake their drink according to standards
- d) Walk away and have another barista remake their drink

A 7) You can re-steam milk _____?

- a) Only Once
- b) Never
- c) Sometimes
- d) Always

B 8) What is the proper ratio of coffee grounds to water?

- a) 2 Tablespoons coffee to 6oz water
- b) 2 Tablespoons coffee to 8oz water
- c) 1 Tablespoon coffee to 6oz water
- d) 2 Teaspoons coffee to 8oz water

C 9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?

- a) Make their drink with regular milk and hope they do not notice
- b) Apologize and ask the customer to come back tomorrow
- c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
- d) Inform your manager we are out of soy

B 10) Decaffeinated coffee is 100% caffeine free?

- a) True
- b) False

B 11) What are the basic ingredients in a cappuccino?

- a) Coffee, Milk, Foam
- b) Espresso, Foam
- c) Espresso, Steamed Milk, Foam
- d) Espresso, Cream, Foam

A 12) What is a café au lait?

- a) Coffee, Steamed Milk
- b) Coffee, Cold Milk
- c) Coffee, Cream, Sugar
- d) Espresso, Cold Milk

C 13) What does "half caf" mean?

- a) Half cream and half regular milk
- b) Half as much coffee as normal
- c) Half regular and half decaf coffee

2 14) What does it mean when a customer requests their cappuccino "dry"?

- a) Less milk and more foam
- b) No milk and lots of foam
- c) Extra foam
- d) No foam and no milk

B 15) What is an Americano?

- a) Regular drip coffee
- b) Espresso with water
- c) Coffee with cream
- d) Iced coffee

Cashier Test

Score / 15

B

1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

A

2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

D

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

C

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

B

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

6) What is the current sales tax rate in your city 9% ?

C

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

$$\begin{array}{r}
 1.25 \\
 0.90 \\
 \hline
 2.15 \\
 - 0.79 \\
 \hline
 1.36
 \end{array}$$

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

B

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

D

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

A

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

Cashier Test

Score / 15

A

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

A

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? State Driver's License, Passport

15) How many \$20 bills are in a bank band? 25, TOTAL. \$500-

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"

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

I "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

M Bar Mat

g.) Used on the bar top to gather spills

D "Float"

h.) Requesting a separate glass of another drink

H "Back"

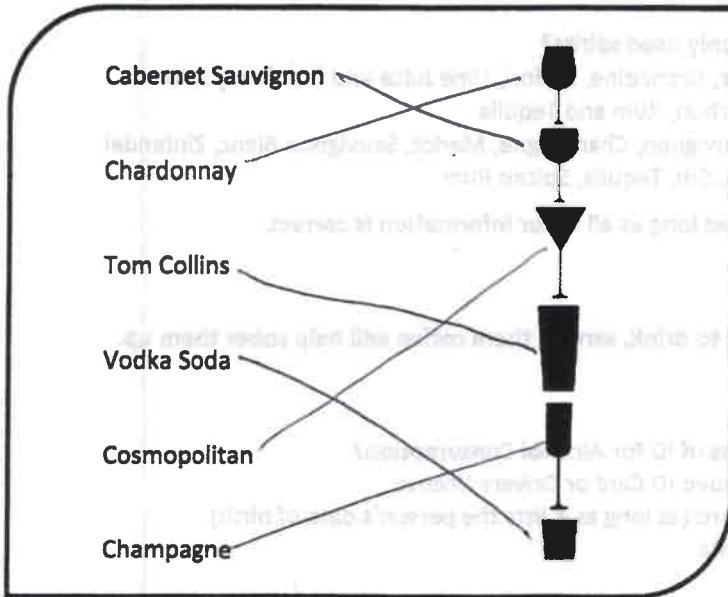
i.) Means to serve spirit room temperature in a rocks glass with no ice

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):

What are the ingredients in a Manhattan?

What are the ingredients in a Cosmopolitan?

What are the ingredients in a Long Island Iced Tea?

What makes a margarita a "Cadillac"?

What is simple syrup?

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

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

When is it OK to have an alcoholic beverage while working?

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

What are the ingredients in a Margarita?

Tequila, ice, lime, sweet & sour mix, triple sec, SALTED RIM

Name _____

Servers Test

Score / 35

Multiple Choice

B

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

A

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

2

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

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

E 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)

A 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

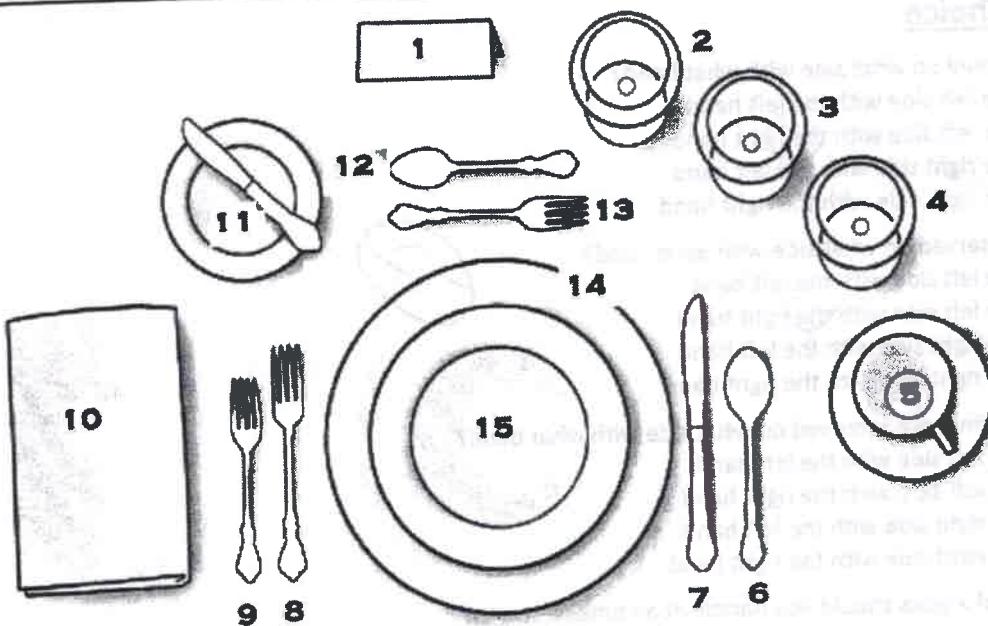
F Corkscrew

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>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

1. The utensils are placed _____ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream and sugar.
3. Synchronized service is when: all servers in the area go to a table at a time.
4. What is generally indicated on the name placard other than the name? type of dinner dish, Beef, fish, poultry, veg.
5. The Protein on a plate is typically served at what hour on the clock? 12
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? When you are serving the table go to the kitchen and let the expeditor know so they are able to call for it.