

MICROSOFT OFFICE USER

SKILLS

Maximize Customer Satisfaction and Beverage Sales through...

Guest Service Excellence | Cost-Effective Bar Management | Inventive Cocktails | Expedited Drinks

EXPERIENCE

Job Title | Company | Dates From – To

Bartender-Bassmnt Nightclub San Diego Ca, 2017-2018

- Provided bar patrons with superior service and an enjoyable, memorable experience
- Excelled at upselling customers from shelf to premium brands
 - Leveraged interpersonal skills
- Recommended and led training on improvements to bar inventory management

Prior Hospitality Experience: Delivered excellent service, a positive guest experience and upselling success as a Server at The HILTON RESORT 2017

Military Service

Degree | Date Earned | School

Entertainment Marketing Management BA- Los Angeles Film School 2018-Present

Bartender/ Bar-Back



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CERTIFICATE

California Food Handlers Card
Bartending School of San Diego
Certificate.

Highschool Diploma
DD2-14

Bartenders Test

Score / 35

Multiple Choice (6 points)

- B 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

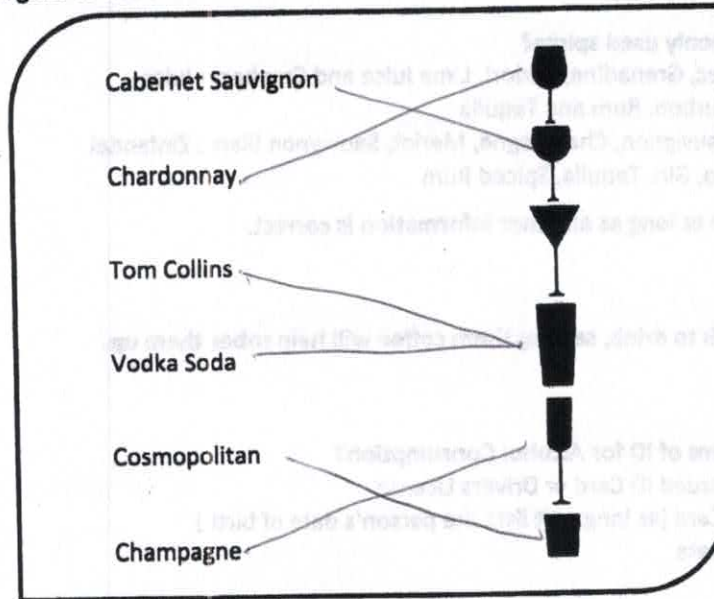
D "Float"

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 ½ 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): Remy Martin, Ciroc, Patron

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

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

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

What makes a margarita a "Cadillac"? Top shelf liquor

What is simple syrup? Sugar and water syrup used to sweeten drink

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

Marrying Bottles

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

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

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

What are the ingredients in a Margarita? Tequila, orange liquor, lime juice

Cashier Test

Score 11 / 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

C

- 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 4.3%

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?
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

$$\begin{array}{r} 10.50 \\ 10.50 \\ \hline 21.00 \end{array} \quad \begin{array}{r} 7.25 \\ 7.25 \\ \hline 14.50 \end{array} \quad 35.50$$

13

- 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~~

$$\begin{array}{r} 3.75 \\ 4.25 \\ \hline 8.00 \end{array}$$

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

$$\begin{array}{r} 3.75 \\ 3.75 \\ \hline 7.50 \end{array} + 2.50 + 5.00 + 6.50 = 21.50$$

$$\begin{array}{r} 100.00 \\ 21.50 \\ \hline 78.50 \end{array}$$

$$\begin{array}{r} 7.50 \\ 2.50 \\ 5.00 \\ 6.50 \\ \hline 21.50 \end{array}$$

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 government issued

15) How many \$20 bills are in a bank band? 20 106

