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# JESSICA CROWL

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## SKILLS

- Customer Service
- Management
- Sales
- Scheduling
- Trainer
- Merchandising
- Inventory
- Team Building
- Cash Handling
- Inventory Management
- AS400
- MICROSOFT OFFICE
- Highly Motivated
- Willing to Learn Anything

## EXPERIENCE

### **George's Greek Cafe, Long Beach - Assistant Manager**

April 2018 - March 2019

- Day to day running of one of the busiest restaurants in Downtown Long Beach
- Booking, planning, and execution of Banquets, as well as Catering
- Improvement, and implementation of protocols, procedures, and safety measures

### **Shannon's On Fine/At The Top - Assistant Manager**

December 2016 to March 2018

- Shift Supervision, Scheduling, ensuring all shifts run smoothly
- Creation of Standard Operating Procedures for new venue
- Planning & execution of the most profitable Events in Company History to that point

### **Montana's Cocktails Saloon - Bartender/Server**

June 2001 to April 2013

- Service of the Busiest lunch store in the company - \$2-3000/hr
- Health & Safety Lead
- W.H.I.M.S/M.S.D.S and OH & S Level 1 and 2

## **EDUCATION**

**Sheridan College – Cosmetics Techniques & Management**

September 2001 to December 2002, Oakville, Canada

Studied Beauty, Theatre, and Special Effects makeup artistry; Management, Merchandising, Business

## **CERTIFICATIONS**

Thai Massage Practitioner, Pole Fitness Instructor, FlyGym Instructor



### Multiple Choice

D.

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

-16

83%

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

B.

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

C

Russian Service

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

F

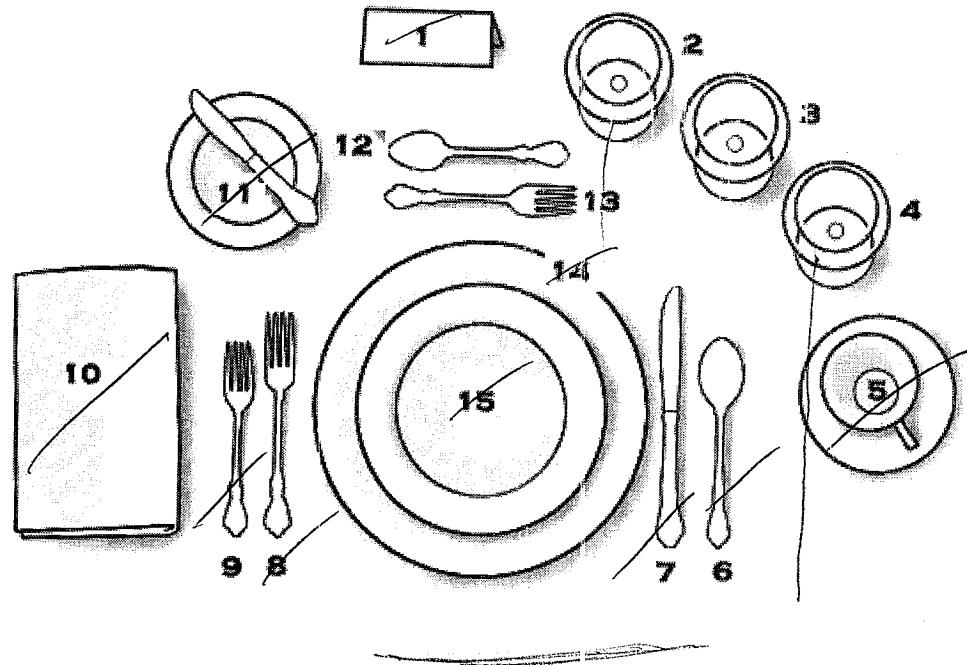
Corkscrew

F. Used to open bottles of wine

G

Tray Jack

G. Style of dining in which the courses come out one at a time



Score / 35

Match the Number to the Correct Vocabulary

<u>10</u>	Napkin
<u>11</u>	Bread Plate and Knife
<u>1</u>	Name Place Card
<u>12</u>	Teaspoon
<u>13</u>	Dessert Fork
<u>6</u>	Soup Spoon
<u>15</u>	Salad Plate
<u>4</u>	Water Glass
<u>2</u>	Tea or Coffee Cup and Saucer
<u>7</u>	Dinner Knife
<u>3</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Service Plate
<u>8</u>	Wine Glass (White)

- 10 Napkin
- 11 Bread Plate and Knife
- 1 Name Place Card
- 12 Teaspoon
- 13 Dessert Fork
- 6 Soup Spoon
- 15 Salad Plate
- 4 Water Glass

Fill in the Blank

1. The utensils are placed 1 4 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream / MILK, SUGAR, SWEETENER SET UP.
3. Synchronized service is when: ALL GUESTS EAT THEIR COURSES AT THE SAME TIME
4. What is generally indicated on the name placard other than the name? TABLE NUMBER, SEAT & ANY FOOD
5. The Protein on a plate is typically served at what hour on the clock? 12, 9, 6, 3 NO PREFERENCE
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? LET THE KITCHEN KNOW IMMEDIATELY SO THAT THEY CAN MAKE SURE THE DISH IS SAFE.

Multiple Choice (6 points)

C.

1) Carbonation \_\_\_\_\_ the rate of intoxication.

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

-3

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

011

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

I "Straight Up"

a.) Used to crush fruits and herbs for craft cocktail making

E 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"

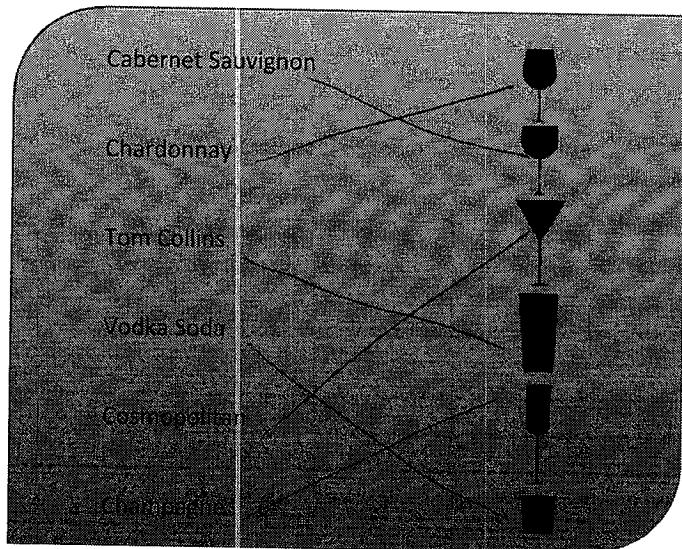
h.) Requesting a separate glass of another drink

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)

GENTLEMAN JACK

Provide examples of 3 brand name "top shelf" spirits (3 points): Don Julio 1952, Johnny Walker Blue

What are the ingredients in a Manhattan? WHISKEY, SWEET VERMOUTH, CHERRY

What are the ingredients in a Cosmopolitan? VOODKA, CRANBERRY JUICE + LIME JUICE

What are the ingredients in a Long Island Iced Tea? VOODKA, RUM, GIN, TRIPLE SEC, LEMON JUICE + COKE

What makes a margarita a "Cadillac"? 17 CALI' OR TOP SHELF TEQUILA, SERVED WITH GRAND MARNIER

What is simple syrup? SUGAR WATER, YOU WARM WATER W/ SUGAR, THICKENING IT UP

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

IT'S CALLED MARTINING BOTTLES + YES IT IS ILLEGAL DUE TO

What should you do if you break a glass in the ice? BURN THE WELL, CLEAN + REFILL

When is it OK to have an alcoholic beverage while working? NEVER

What does it mean when a customer orders their cocktail "dirty"? MOST SAY IT'S IN OLIVE JUICE, BUT IT'S ACTUALLY IN ANY SYRUP

What are the ingredients in a Margarita? TEQUILLA, TRIPLE SEC, LIME JUICE, OJ, AGAVE

16.

CHERRY  
JUICE, ETC