

ALEXANDRA CONNELL

OBJECTIVE I hope to gain more experience working with people and in the hospitality industry as I am working toward owning and operating my own business.

SKILLS & ABILITIES I am B.A.S.S.E.T. certified from the Professional Bartender School in downtown Chicago. Our classes covered the following: Martinis & Manhattans, Two-liquor drinks, Tropical drinks, Hot drinks, Wine drinks, Sours, Cream Drinks, Service, and Cash handling.

I feel that customer service is one of the most important aspects of the hospitality industry and thus have continued to work on my skills in the area. I believe in giving all customers the best possible experience I can.

EXPERIENCE **BARTENDER, CRAVE CAFÉ & LOUNGE (CLOSED) – CHICAGO, IL**

1250 S. Michigan Av. – 312-588-1250

01/12/14 – 06/12/14

I was a main bartender at the lounge, serving all guests with their drink selections, including taking food orders and running the food at times. There would typically be 2 or 3 bartenders working when there was a DJ, bands, or poetry readings resulting in over 200 covers. I would typically serve an average of 50 to 75 people a night on my own.

WAIT STAFF, KURAH MEDITERRANEAN TAPAS – CHICAGO, IL

1355 S. Michigan Ave. – 312-624-8611

08/14/13 – 01/08/14

I would help greet the customers and serve a six table section. I would make the customers feel comfortable with the menu and answer any questions they may have. I took their orders and would at times run their selections to their tables. I also would help clear their plates and bring new settings during the meals and clear tables after they are finished.

RANCH-HAND, TRI-CROSS RANCH – SCRANTON, KS

05/2011 – 08/2011 – 785-580-6856

I worked as a volunteer ranch-hand and horse exerciser: I helped the owner with any physical labor required to build, run, and maintain the ranch. This work entailed, painting the main barn with the ranch logo, moving bales of hay and feeding the animals, building runners and the stables, watering and grooming the horses, and helping with riding the horses out to train and exercise them.

HOSTESS, D'MO'S PASTA AND CHOP HOUSE (CLOSED) – WAUKESHA, WI

08/10/10 – 12/21/10

Greeted all customers at the entrance with a smile, seating them in a timely manner. Was in charge of taking all reservations and seating arrangements. Took all to-go orders and presenting all orders to our guests.

EDUCATION	<p>LE CORDON BLEU – CHICAGO – ASSOCIATES IN BAKING & PATISSERIE – JUNE 2015 Have completed 1 year and my sanitation certification.</p>
	<p>COLUMBIA COLLEGE OF CHICAGO – BFA INTERIOR ARCHITECTURE- 2013 Completed 2 years and a minor in Business management.</p>
	<p>CARROL UNIVERSITY – WAUKESHA, WI – BA FINE ARTS - 2011 Completed 1 year in general arts.</p>
	<p>ASHBURY COLLEGE – OTTAWA - HIGH SCHOOL DIPLOMA - 2010 4 years at an international boarding school, graduated with honors.</p>
LEADERSHIP	<p>I have been accepted as an Ambassador at Le Cordon Bleu in Chicago, our group is involved with helping new students when they begin classes and working with our school's chefs, teachers, and administrative officials to coordinate school events and charities.</p>
COMMUNICATION	<p>Working as an Ambassador at the school I hope to promote students moral and teamwork by working with my fellow Ambassadors to create a line of school clothing in hopes of raising money for our local women's shelter. I hope to get the school more involved with the community and show that our students are hard workers and give back to the people who need help the most.</p>
REFERENCES	<p>MR. RONALD POPE Attorney, Topeka, KS 785-273-8002</p>
	<p>DR. SHILPA TILWALLI MD, Chicago, IL 312-543-3421</p>

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

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

A

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

G French Passing

D. Area for dirty dishware and glasses

B 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

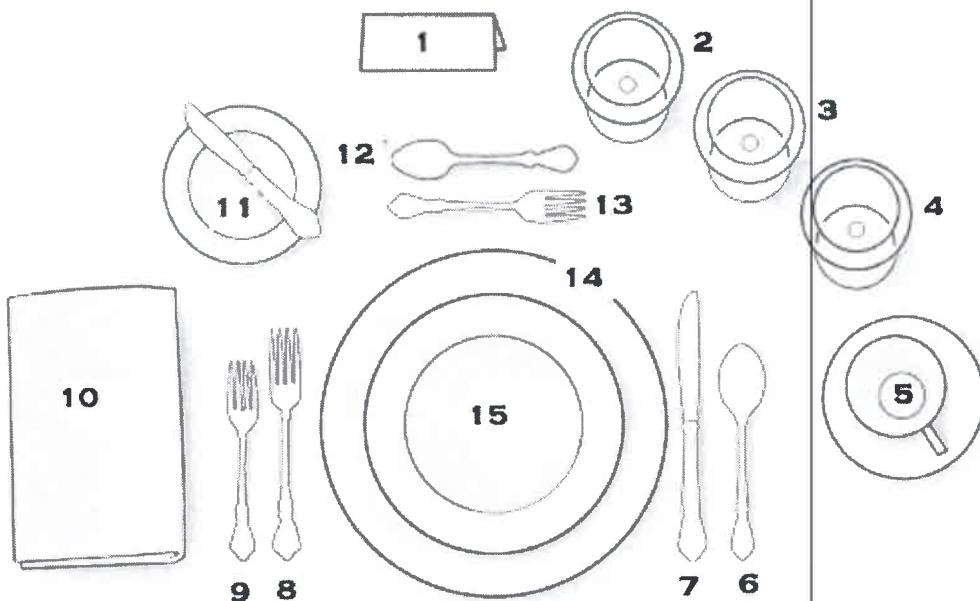
C Tray Jack

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

Name _____

Score / 35

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 2 inch(es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar and cream.
3. Synchronized service is when: All guests are serviced the same around the table.
4. What is generally indicated on the name placard other than the name? Position / Occupation / Relation.
5. The Protein on a plate is typically served at what hour on the clock? 6.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Talk to the expeditor or Chef.

Multiple Choice (6 points)

3

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

I "Straight Up" *4*

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" *4*

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"

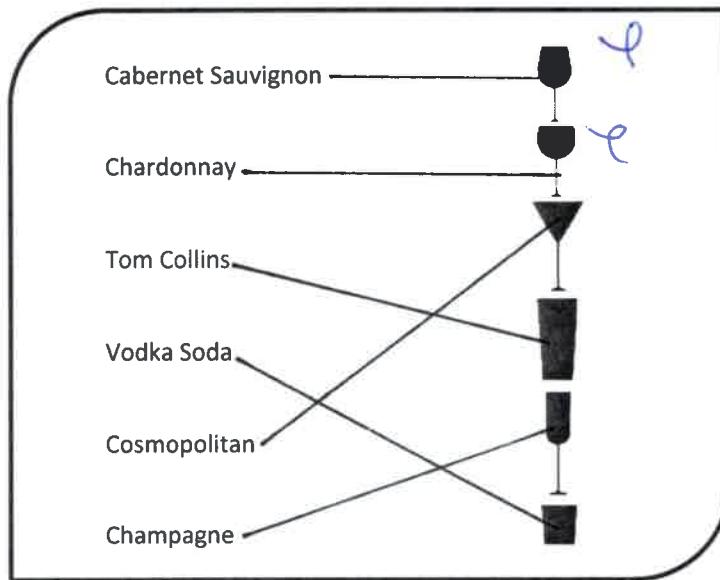
h.) Requesting a separate glass of another drink

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): Johnny Walker, SKy vodka, Grey Goose

What are the ingredients in a Manhattan? Whiskey, Bitters, Soda

What are the ingredients in a Cosmopolitan? Vodka or Gin, olives

What are the ingredients in a Long Island Iced Tea? Vodka, rum, Gin, triple sec, whiskey, Soda, Tequila

What makes a margarita a "Cadillac"? Tequila

What is simple syrup? Sugar reduction

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? Empty the whole ice bin, deep clean, then fill again

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

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

What are the ingredients in a Margarita? Tequila, lime juice, triple sec

