

**JESSE THOMAS**

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**Objective**

- Motivated and dedicated bartender/food server with over 10 years experience in this field seeking a position at a well organized, reputed restaurant. Proven ability to develop return customer business with excellent customer service. Enthusiastic and people oriented with strong interpersonal and teamwork skills.

**Summary of qualifications**

- Efficient in Foods and Hospitality industry; shown by the ability to prioritize, multitask, and work under pressure in high volume environments.
- Valid Food Handlers card.
- LEAD certified.
- Level 1 Cicerone.
- Strong knowledge of popular mixed drinks.
- Knowledge of Aloha POS systems.
- Accurate pour count.

**Key Accomplishments**

- Proven ability to handle a large volume of customers, while providing superior customer service.
- Earned and maintained privilege of closing, and volume down shifts which require maximum diligence in ability to maintain a profitable and efficient bar.
- P.F. Chang's "Top 8 Server" 3 years in a row (in a store that averages in the top 20 in the company) for having a high sales average.
- Trained many successful employees.
- Received awards including "Server of the Week" and "Employee of the Month".
- Obtained a strong following of repeat customers.
- Proven reliable for on call shifts as well as being able to work at multiple store locations, select catering events, and wine tastings.

**Experience**

- P.F. Chang's China Bistro - La Jolla, CA. (2005 - present).
- Cuvee - Del Mar, CA (1999 - 2004).

**Education**

Northgate High School - Walnut Creek CA. - Diploma.  
San Diego State University - San Diego, CA. - No Diploma.





86%

**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
- 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
- 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
- A 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

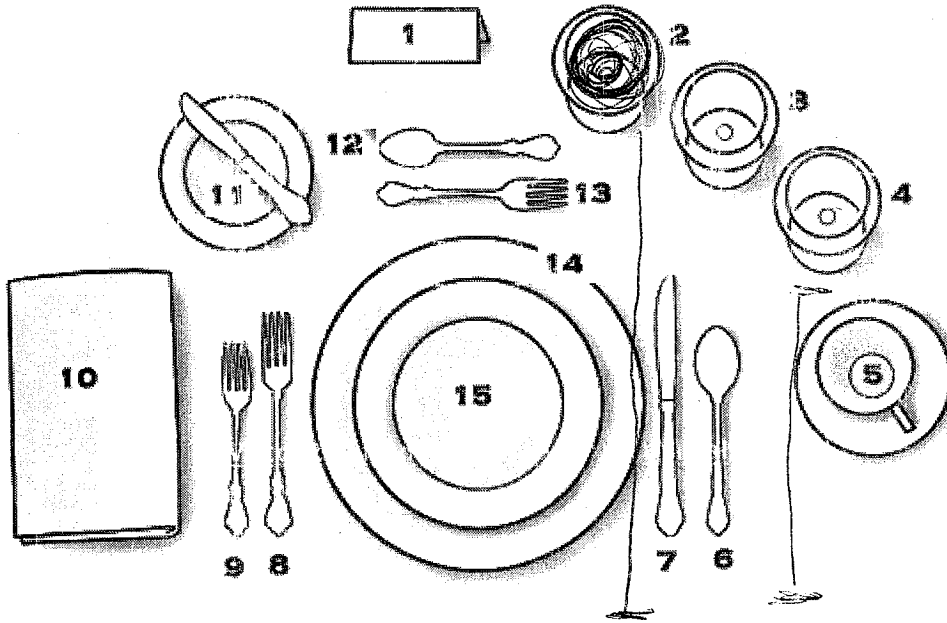
**Match the Correct Vocabulary**

- D Scullery
- E Queen Mary
- A Chaffing Dish
- B French Passing
- G Russian Service
- F Corkscrew
- C Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
- 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)
- C. Used to hold a large tray on the dining floor
- D. Area for dirty dishware and glasses
- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- F. Used to open bottles of wine
- 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**

- The utensils are placed (1) 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Saucer, napkin, spoon, milk, sugar, Honey
- Synchronized service is when: Everything is brought to table at once
- What is generally indicated on the name placard other than the name? Reason for event/VIP
- The Protein on a plate is typically served at what hour on the clock? 3 (C)
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Inform the chef



Bartenders Test

Score 30/35

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
- 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
- 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

-5  
86%

Vocabulary (9 points)

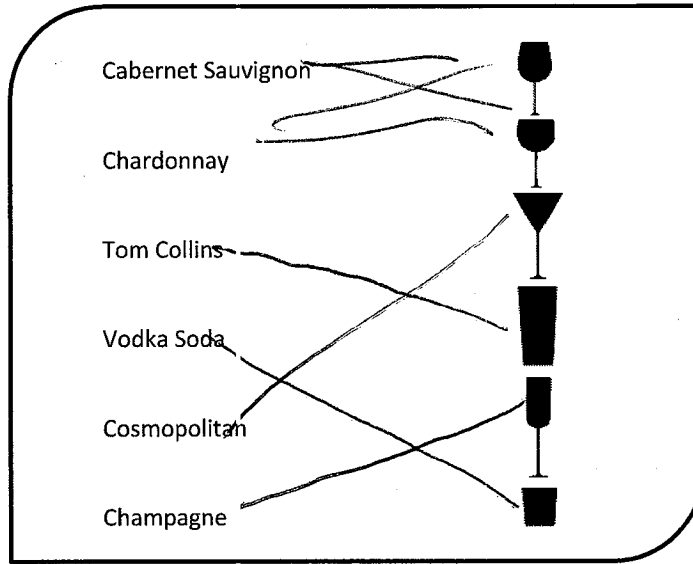
Match the word to its definition

- |                        |   |
|------------------------|---|
| <u>I</u> "Straight Up" | a.) Used to crush fruits and herbs for craft cocktail making                                      |
| <u>F</u> Shaker Tin    | b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>C</u> "Neat"        | c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice                       |
| <u>A</u> Muddler       | d.) To pour 1/2 oz of a liquor on top   |
| <u>B</u> Strainer      | e.) Used to measure the alcohol and mixer for a drink   |
| <u>E</u> Jigger        | f.) Used to mix cocktails along with a pint glass and ice   |
| <u>G</u> Bar Mat       | g.) Used on the bar top to gather spills  |
| <u>D</u> "Float"       | h.) Requesting a separate glass of another drink  |
| <u>H</u> "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): Grey Goose, Kettle one, Bombay Sapphire

What are the ingredients in a Manhattan? Whiskey (rye) bitters, sweet vermouth

What are the ingredients in a Cosmopolitan? Vodka, cranberry Juice, lime Juice, simple syrup

What are the ingredients in a Long Island Iced Tea? Vodka, Rum, Tequila, Triple sec, S/S mix, Coke

What makes a margarita a "Cadillac"? Gran Marnier

What is simple syrup? Sugar water

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

-1 no marrying

What should you do if you break a glass in the ice? melt out the whole container

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

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

What are the ingredients in a Margarita? Tequila, lime Juice

Tequila, lime Juice, Triple sec, Ancho syrup