SHIRLANN MARTINELLI

PO Box 22061 ● San Diego, CA 92192 ● Tel 716-777-4739 ● Email: livinfree96@yahoo.com

OBJECTIVE

Seeking Food Server position with a restaurant that will benefit from my 30 plus years of experience in food service with great customer interaction skills and upbeat demeanor

SKILLS & ABILITIES

- Exceptional Customer Care
- Food safety understanding
- Inventory Control
- Experienced Supervisor

- Bilingual English/Spanish
- Catering/Special Events
- California Food Handler Card
- POS system operator

Work Experience

Martinelli's New York Pizza   2008-2017
Baja California Mexico
I started this owner-operated small beach pizzeria in Playas de Tijuana from the ground up. I created the menu and designed the logo, purchased equipment, learned how to speak Spanish, and maneuver through the intricacies of Mexican business laws. I hired and trained all my employees, as well as worked alongside them. I was responsible for all operational procedures, cost control, compliance and scheduling. I was one of the first business to open on the beachfront that now boasts an array of cafes and restaurants.

Holiday Inn Corporation   2005-2008
Buffalo NY
Starting Position: Server/Ending Position: Floor Supervisor
As early morning shift opener, I delivered exceptional, friendly and fast service at contracted military breakfast through lunch. I also performed all server duties, served alcohol, occasionally tended bar, handled cash and was responsible for balancing out the drawer. I skillfully anticipated and addressed guests' service need, as well as trained new wait staff on guest service expectations, safety procedures, proper food handling and restaurant protocol.

Ronny's Take Out   1997-2003
Lancaster NY
Starting Position: General Pizza Kitchen/Ending Position: Assistant Manager
As one of the initial employees of this small business and was part of its growth and success. I learned all about the pizza business from beginning to end. My duties included food preparation of all menu items, customer relations, cashing in and out, managing kitchen and overseeing delivery staff.

obat
outsourcing
spitality Staffing Professionals

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

AB 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 Governement 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

E 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 ½ 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
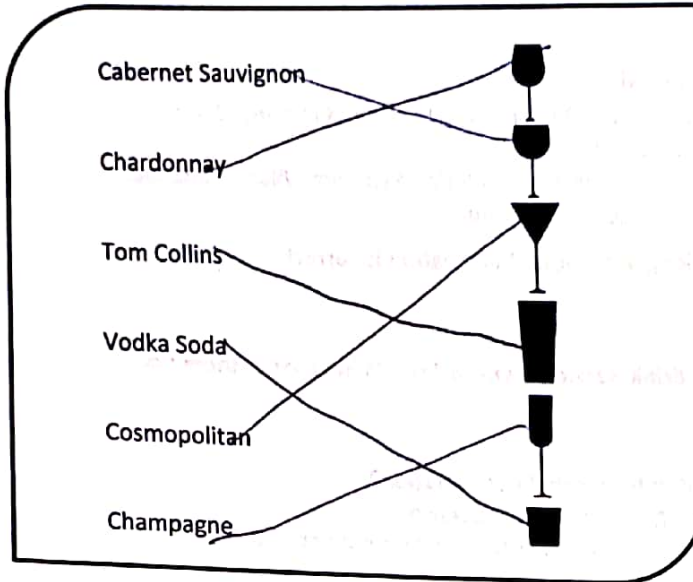
Bartenders Test

Score

Multiple Choice

1) Food is served on wl
   a) On the left side
   b) On the left side

Glassware (6 points)

Match the correct glass to the drink

Cabernet Sauvignon

Chardonnay

Tom Collins

Vodka Soda

Cosmopolitan

Champagne

Answer and Question (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points): _Grey Goose Vodka, DiSarona Amarett_
Patron Tequila

What are the ingredients in a Manhattan? _Rye Whiskey, Vermouth, Cherry_

What are the ingredients in a Cosmopolitan? _Vodka, T. Sec, Cranberry — or orange liquor_

What are the ingredients in a Long Island Iced Tea? _Rum, Vodka, Tequila, Triple Sec, Splash Coke, Sour._

What makes a margarita a "Cadillac"? _Grand Marnier_

What is simple syrup? _Sugar Water._

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)
No / Marrying

What should you do if you break a glass in the ice? _Dissolve it — find the glass — Refill_

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

What does it mean when a customer orders their cocktail "dirty"? _Depending more Vermouth or Olive Juice_

What are the ingredients in a Margarita? _Tequila, Triple Sec, Sour Mix, lime_ _Cherry Juice_

TEST_Bartender (rev. 2015.03.25)

Scanned by CamScanner

Servers Test   Name _Shirlanie Mantinelli_

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

B 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

___ 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

E 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

Acrobat
outsourcing
Your Hospitality Staffing Professionals
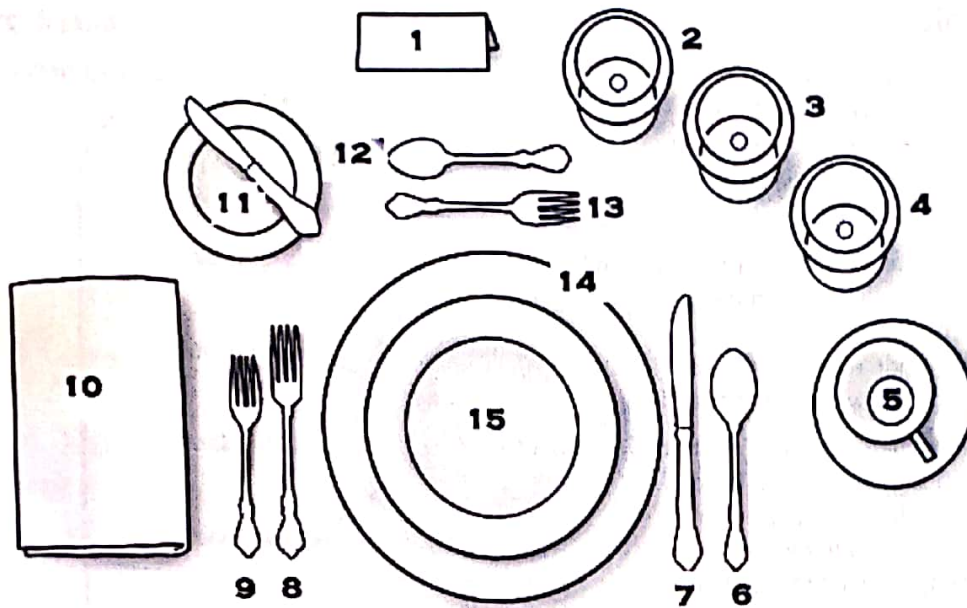
Match the Number to the Correct Vocabulary

_10_	Napkin	_8_	Dinner Fork
_11_	Bread Plate and Knife	_5_	Tea or Coffee Cup and Saucer
_1_	Name Place Card	_7_	Dinner Knife
_12_	Teaspoon	_2_	Wine Glass (Red)
_13_	Dessert Fork	_9_	Salad Fork
_6_	Soup Spoon	_14_	Service Plate
_15_	Salad Plate	_3_	Wine Glass (White)
_4_	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? _Sugar, Cream, Lemon_

3. Synchronized service is when: _all tables are served at once_

4. What is generally indicated on the name placard other than the name? _Seat # meal_.

5. The Protein on a plate is typically served at what hour on the clock? _5   6_.

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Put order in 1st

TEST_Server (rev. 2013.07.31)

Scanned by CamScanner