

RYAN TIEHEN

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Proven Restaurant Server/Bartender

Professional restaurant server and bartender with more than 10 years of experience in the food service industry. Responsible for delivering five-star quality service to customers, under tight timelines and able to perform in stressful environments. Solutions-oriented, who values a customer's overall dining experience with the ability to oversee and balance service flow and customer requests. Leader in sales and up-selling to gain increased table revenue. Team-centric, with a positive attitude and willingness to learn new products/services.

Professional Service Related Positions

Special Events Staffing, INC Orange County

Bartender, November 2015 to Current

- Bartends private parties and events throughout Orange County
- Responsible for total bar setup and breakdown
- Highly skilled in mixing, garnishing and serving drinks in keeping with bar's specifications
- Demonstrated ability to keep the bar organized, stocked and clean

SeaCliff Country Club, Huntington Beach, CA

Bartender, Server July 2015 to Current

- Mix ingredients of drinks to make preferred cocktails
- Generate bills according to orders and operate POS for bill collection
- Order and replenish supplies at the drinks bar
- Maintain the bar and service area in a neat, clean and organized condition
- Check IDs of customers for alcoholic drinks service as per state issued applicable SOPs
- Maintains productive relationships with country club members to ensure prompt accurate service
- Worked within a team environment to coordinate guests' entire dining experience
- Ensured an enjoyable and elegant experience for guests during weddings, and other special events
- Maintained clean and sanitary work areas and tables
- Followed proper plate presentation and set up details
- Ensured prompt and courteous attention to customer needs while providing superb overall customer support
- Served extremely large parties efficiently
- Dedicated and meticulous – high level of accurateness and attention to detail
- Effective team-player with awesome attention to detail

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
- 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
- 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
- b 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 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

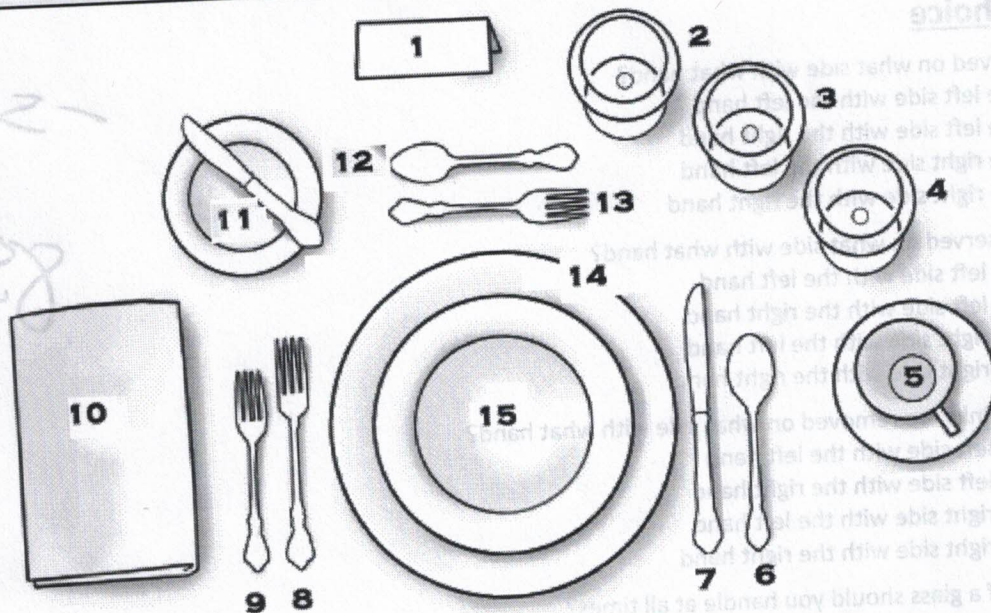
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> 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) |
| <u>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | D. Area for dirty dishware and glasses |
| <u>G</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F. Used to open bottles of wine |
| <u>C</u> Tray Jack | G. Style of dining in which the courses come out one at a time |

Name Ryan Cohen

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>6</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 2 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, Creamer
- Synchronized service is when: Sweep the area and serve all guests in unison
- What is generally indicated on the name placard other than the name? Dinner Item Description
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Inform Supervisor

Multiple Choice (6 points)

100%

- 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

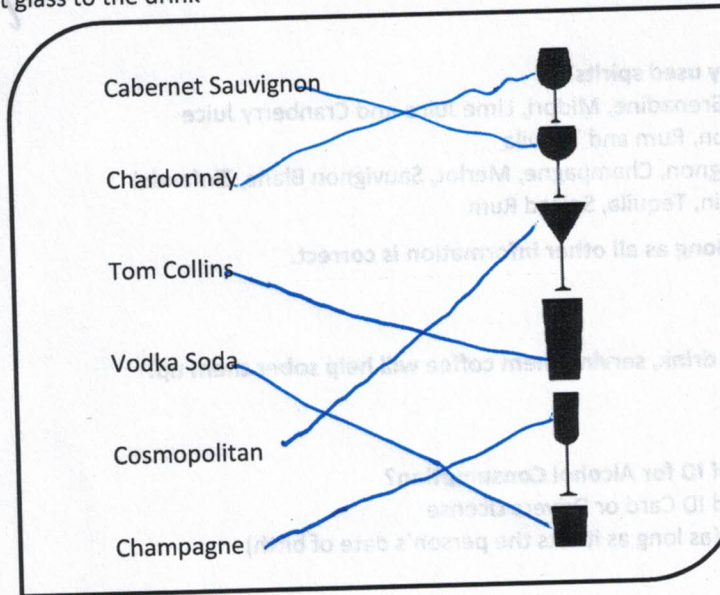
Vocabulary (9 points)

Match the word to its definition

- | | |
|------------------------|--|
| <u>C</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>I</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, Bombay Sapphire, Johnny Walker

What are the ingredients in a Manhattan? Bitters, cherry, Rye Whisky, Vermouth

What are the ingredients in a Cosmopolitan? Orange, Cranberry, Lime, Vodka

What are the ingredients in a Long Island Iced Tea? Sour, Gin, Triple Sec, Vodka, Tequila, Rum

What makes a margarita a "Cadillac"? Flair of Gran Marnier

What is simple syrup? Sugar water distilled substance sweetener

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

No Marrying Alcohol is illegal

What should you do if you break a glass in the ice? Flag with granadine & notify staff

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

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

What are the ingredients in a Margarita? Sweet in sour, triple Sec, Tequila, Lime, salt or no salt