

Multiple Choice (6 points)

- 1) Carbonation f the rate of intoxication.
- ☐ a) Slows down
 - ☐ b) Speeds up
 - ☐ c) Does nothing to
- 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
- 3) You can accept an expired ID as long as all other information is correct.
- ☐ a) True
 - ☒ b) False
- 4) If someone has had too much to drink, serving them coffee will help sober them up.
- ☐ a) True
 - ☒ b) False
- 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
- 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

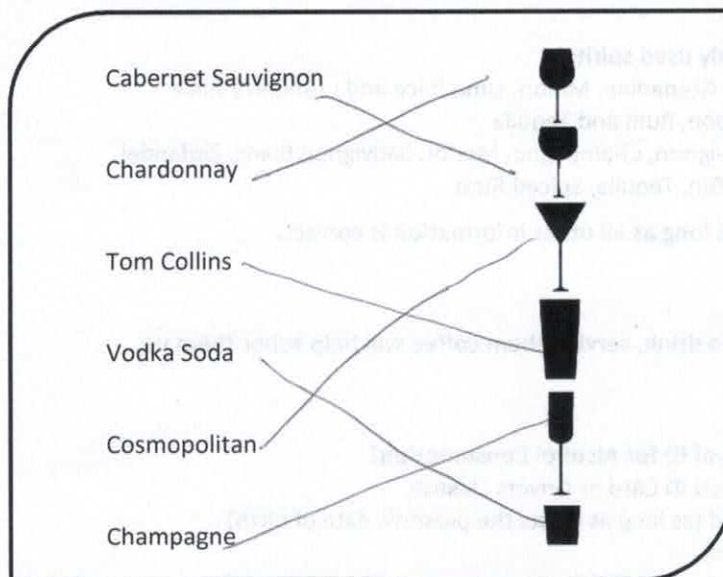
Vocabulary (9 points)

Match the word to its definition

- | | |
|----------------------------|---|
| <u> l </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 ½ 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): Patron Tequila, Hendrick's gin, Belvedere vodka
- What are the ingredients in a Manhattan? Whiskey, vermouth + bitters (orange twist)
- What are the ingredients in a Cosmopolitan? Vodka, cranberry, triple sec, lemon juice
- What are the ingredients in a Long Island Iced Tea? Vodka, gin, tequila, rum, triple sec + coke.
- What makes a margarita a "Cadillac"? Shelley tequila, triple sec + sweet & sour mix + lime juice. Float Grand Marnier on top.
- What is simple syrup? Water + Sugar
- Is it legal to pour liquor from one bottle into another? What is this called? (2 points)
Yes it's illegal / marrying bottles
- What should you do if you break a glass in the ice? Get rid of the ice.
- When is it OK to have an alcoholic beverage while working? Never
- What does it mean when a customer orders their cocktail "dirty"? φ
- What are the ingredients in a Margarita? tequila, lime juice, triple sec + sweet & sour mix

Servers Test

Score / 35

Multiple Choice

- 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
- 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
- 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
- 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
- 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 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

G. French Passing

B. Russian Service

F. Corkscrew

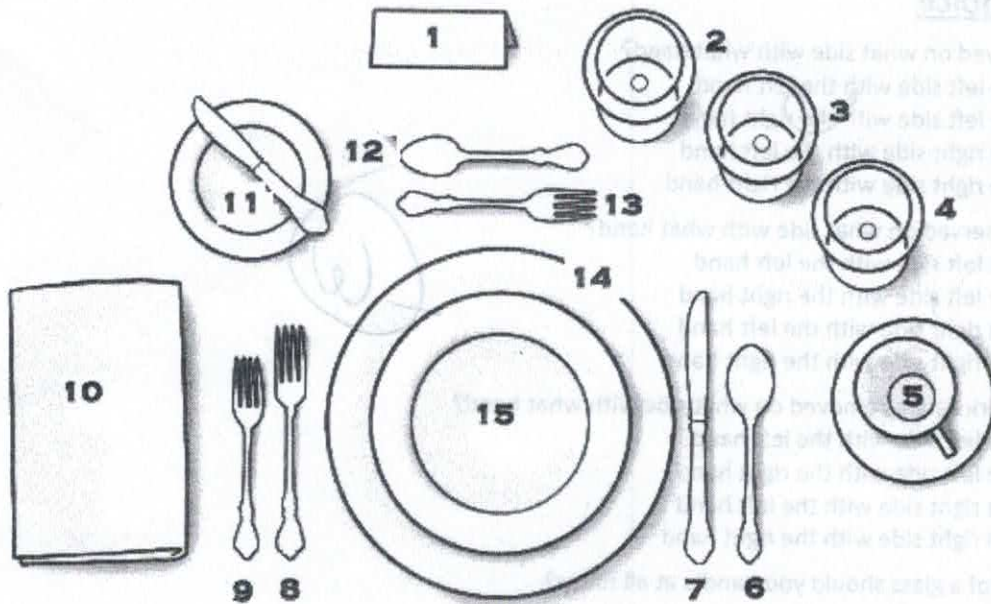
C. Tray Jack

- ☒ 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

Name Sanna Kamaraminen

Servers Test

Score / 3



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>3/4.</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>4.</u> Wine Glass (White) |
| <u>2/4.</u> Water Glass | |

Fill in the Blank

- The utensils are placed Two inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream & sugar
- Synchronized service is when: servers place plates down at the same time
- What is generally indicated on the name placard other than the name? ✓
- 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?
Ask for from a team leader

SANNA KAMARAINEN

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Profile:

Immaculately presented, well-spoken and outgoing individual with energy, enthusiasm and several years experience working in hospitality industry. Possesses a pro-active, can do attitude and the ability to multitask. Strong sense of responsibility, hard working and motivated to work as a part of a team.

Work Experience:

March 2015 - present

Server/ Assistant, La Tabela, Los Angeles

- ☐ Assisting Chef Jayme Laygo with private catered dinners and weddings.
- ☐ Planning, food preparation, plating and serving. Setting up tables, linens, chairs and serving station.

January 2015 - Present

Bartender, Y&S Productions, Los Angeles

- ☐ Ordering stock and taking inventory, bar setup and breakdown, serving drinks and cocktails in high volume events.
- ☐ Pricing drinks and menu planning.

August 2013 - Present

Charcuterie Cook, Gjelina, Los Angeles

- ☐ Preparing small plates, cheese and meat boards, crudos, burrata and salad dishes in a timely manner.
- ☐ Arranging food artfully and taking responsibility for presentation and portion size.
- ☐ Keeping a clean and safe environment by following all federal and state sanitation and safety requirements.
- ☐ Tasting and smelling all prepared dishes, observing color, texture and garnishes.
- ☐ Maintaining attractive displays and supporting the vision of the restaurant.
- ☐ Effective assisting in producing food for catered events

July 2012 - June 2013

Lounge Server, The Edgewater Hotel, Seattle

- ☐ Served food and drinks in a timely manner, explained daily specials.
- ☐ Entered orders into the POS system.
- ☐ Cleared tables and maintained clean working environment.
- ☐ Maintained clear communication between runners, bussers and the kitchen.

January - May 2012

Hostess, Texture Michelin Star Restaurant, London

- ☐ Welcomed clients and VIP's in a warm and friendly manner ensuring exceptional guest experience.
- ☐ Confirmed bookings and took reservations.
- ☐ Seated guests, managed the cloakroom and helped other members of staff with serving food and drinks.

February 2009 - May 2012

Assistant Manager, CLF Art Café, London

- ☐ Directed a smooth, efficient and cost effective operation of the bar at all times ensuring profitable sales.
- ☐ Created and facilitated an atmosphere of cooperation and collaboration among the team.
- ☐ Kept a record of supplies and cash, replenished stock as required.
- ☐ Trained and scheduled staff, liaised with artists and staged art exhibitions.

November 2008 - May 2012

Receptionist, Battersea and Wandsworth Chiropractors, London

- ☐ Managed the reception area, established a high level of quality liaison with all the patients.
- ☐ Responded to telephone and drop-in enquiries, scheduled appointments and sales.
- ☐ Kept record of missed appointments, managed the clinic diary between therapists.
- ☐ Maintained the confidential database and end-of day cashing up.
- ☐ Verified insurance policies.

November 2010 – June 2011

Front of House Receptionist, Pizza East Soho Group, London

- ☐ Welcomed guests and worked as a part of a team in a high volume restaurant.
- ☐ Took reservations face-to-face, via email and telephone and confirmed bookings.
- ☐ Prepared the floor plan and seated people in a timely manner.
- ☐ Responded to a high volume of calls, passed on messages accordingly.

June 2008 – April 2009

Freelance Photographer's Assistant, London

- ☐ Assisted in fashion, editorial and advertising shoots. Helping with research and location hunting.

February – August 2007

Host/ Bottle server, The Burlington Members Club, London

- ☐ Multitasked between reception, cloakroom, door and the office. Dealt with VIPs and international clients.
- ☐ Greeted clients and answered the telephone. In charge of the reservations and enquiries.
- ☐ Prepared the seating plan and the guest list. Built relationships with customers.
- ☐ Bottle service to table ensuring maximum sales.

August – October 2006

Front of House Receptionist, Bruno Triplet Ltd, London

- ☐ Acted as a first point of contact to showroom clients.
- ☐ Answered telephone calls and emails, distributed mail and deliveries, banking and faxing.
- ☐ Kept the database up to date, filed and archived sales documents and samples.

February 2005 – June 2006

Cocktail Server, SOUK Bar-Restaurant, London

- ☐ Gave first class table service, ensured the up most in client care in an extremely busy bar and restaurant.
- ☐ Coordinated seating plans, dealt with telephone reservations and enquiries and trained new staff.
- ☐ Worked as a part of a team as well as managed all the tables alone when needed.

Education:

2006 – 2009 Camberwell College of Art, London BA (Hons) Photography

1996 – 1999 Kuopio College of Music and Dance, Finland 4 A-levels in Finnish Literature, English, Swedish and Science (Finnish equivalent)

1987-1996 Kiuruvesi Comprehensive School, Finland 17 GCSE's (Finnish equivalent)

Skills

Computer skills

Mac and PC proficient. Good working knowledge of Microsoft Office, Excel and Internet Explorer. Intermediate in Photoshop and Final Cut Pro.

Languages

Finnish: Mother tongue, English and French: Fluent, Swedish: Basic

Interests

In my free time I like to take photographs, go to art exhibitions and explore new restaurants. I keep myself fit with dancing, pilates, yoga, hiking and cycling. I regularly volunteer to support at the SGI Buddhist Center and activities.

References available on request.