

# Charlene McAnoy

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## Summary of Related Qualifications

- Over seven years experience in the hospitality industry
- High competency with various POS systems (micros, iPosi, etc.)
- Excellent cash and inventory control
- Versatile and quick thinking, great sense of humor
- Possess current California Food Handler Card

## Experience

September 2014 - Present

### **Lawry's the Prime Rib, Beverly Hills, CA- Bartender/cocktail server**

- Provide excellent guest experience, prepare all alcoholic/non-alcoholic beverages
- Assess customer's needs and make suggestions
- Confirm legal drinking age requirements
- Restock and replenish inventory and supplies as needed
- Responsible for daily cash in/cash out as well as side duties

March 2013 - September 2014

### **C&O Trattoria, Marina Del Rey, CA - Hostess**

- Greeted all guests and accompanied to table, worked with co-host to manage both sides of restaurant (indoor/outdoor)
- Worked with management in planning of restaurant set up each night
- Assigned server sections
- Assisted in implementation of OpenTable
- Responsible for setup and cleanup of both host areas each night

January 2009 - April 2010

### **Tiella, New York - Server**

- Provided excellent service for patrons of this Michelin-rated Southern Italian restaurant
- Responsible for daily cash in and cash out procedures on the Micros POS system
- Responsible for daily side duties including set up, tear down and overall cleanliness

## Education

September 2004

### **Ryerson University, Toronto, CANADA - Public Relations**

**Bartenders Test**

**Score / 35**

**Multiple Choice (6 points)**

B 1) Carbonation SPEEDS 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

**Vocabulary (9 points)**

Match the word to its definition

C "Straight Up"

- 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

I "Neat"

- 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"

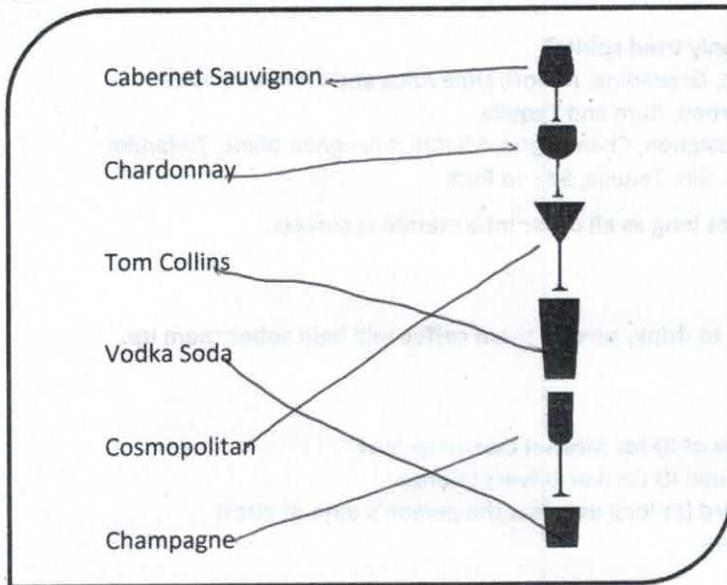
- h.) Requesting a separate glass of another drink

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): GREY GOOSE, HENDRICKS, BULLEIT

What are the ingredients in a Manhattan? BOURBON, SWEET VERMOUTH, BITTERS, CHERRY

What are the ingredients in a Cosmopolitan? VOODKA, CRAN, LIME, TRIPLE SEC, SWEET & SOUR

What are the ingredients in a Long Island Iced Tea? VOODKA, GIN, TEQUILA, RUM, TRIPLE SEC, SWEET & SOUR, TOP W SPLASH OF COKE

What makes a margarita a "Cadillac"? PREMIUM TEQUILA, GRAND MARNIER FLAOT

What is simple syrup? SUGAR & WATER

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

~~MARRYING~~ MARRYING & NO

What should you do if you break a glass in the ice? EMPTY ICE AREA, CLEAN, RE-ICE

When is it OK to have an alcoholic beverage while working? ~~NEVER~~ & NEVER

What does it mean when a customer orders their cocktail "dirty"? OLIVE JUICE

What are the ingredients in a Margarita? TEQUILA, SWEET & SOUR

**Servers Test**

**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

**E** Queen Mary

**A** Chaffing Dish

**C** 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

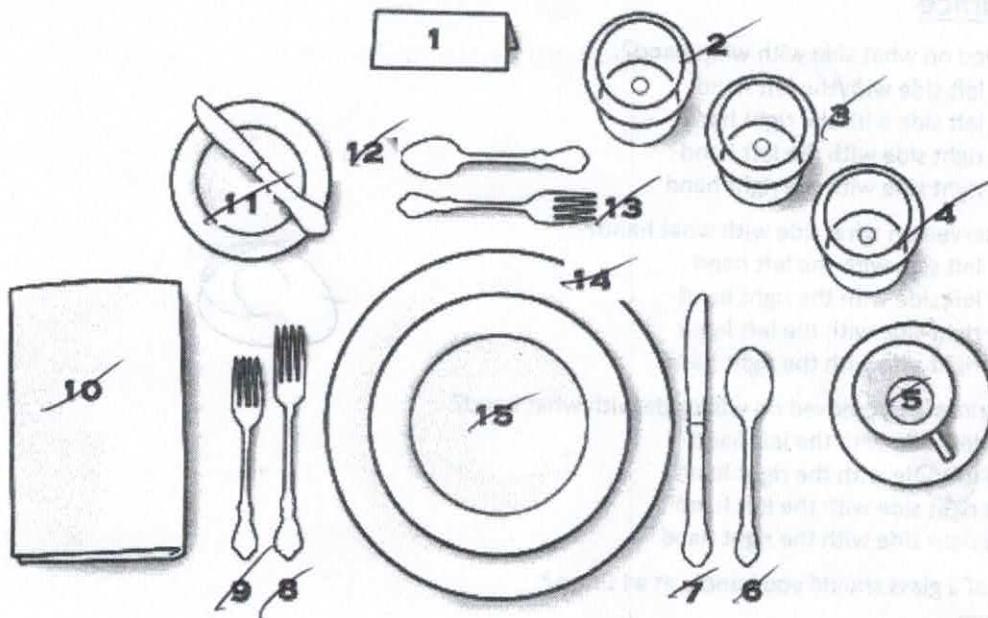
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F. Used to open bottles of wine

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

Name Charlene McAnoy  
Score 11/3

**Servers Test**



**Match the Number to the Correct Vocabulary**

10 Napkin

11 Bread Plate and Knife

12 Name Place Card

13 Teaspoon

14 Dessert Fork

15 Soup Spoon

16 Salad Plate

17 Water Glass

8 Dinner Fork

5 Tea or Coffee Cup and Saucer

7 Dinner Knife

4 Wine Glass (Red)

9 Salad Fork

14 Service Plate

3 Wine Glass (White)

**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? Cream, sugar
3. Synchronized service is when: everything is served together
4. What is generally indicated on the name placard other than the name? Table #
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?  
Inform kitchen & retrieve meal