

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
- 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
- A 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

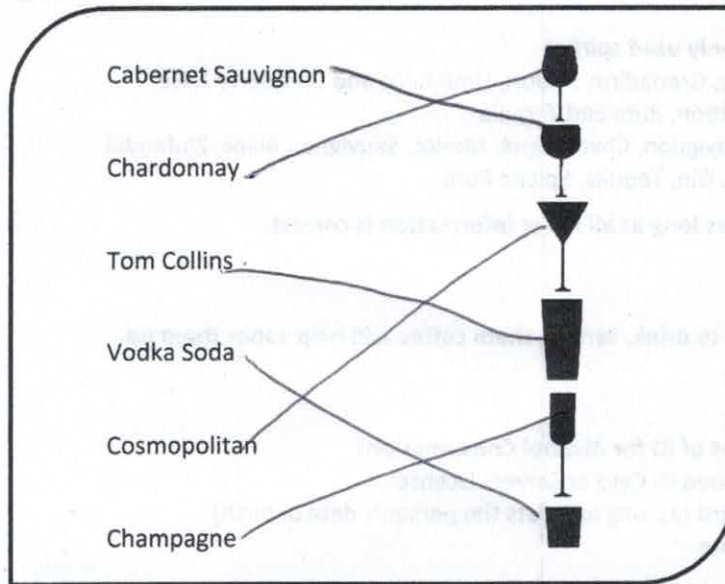
Vocabulary (9 points)

Match the word to its definition

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

Woodford Reserve, Tanqueray, Grey Goose, Patron, Maker's Mark

What are the ingredients in a Manhattan?

2 oz rye whiskey, 3/4 oz sweet red vermouth, dash of bitters

What are the ingredients in a Cosmopolitan?

1/2 oz vodka, 1/2 oz lime juice, 1 oz cranberry juice, 1/2 oz citron

What are the ingredients in a Long Island Iced Tea?

1/2 oz vodka, 1/2 oz white tequila, 1/2 oz white rum, 1/2 oz gin, 1/2 oz triple sec

What makes a margarita a "Cadillac"?

1/2 oz tequila, 3 oz sweet n sour mix, 3/4 oz triple sec, splash of coke

What is simple syrup?

orange flavored liquor

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

double dipping

What should you do if you break a glass in the ice?

you must get all new ice, dump out all ice

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

never

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

w/ juice from the garnish

What are the ingredients in a Margarita?

1/2 oz tequila, 1 oz citron, 1/2 oz lime juice, garnish w/ lime

Ex: olive juice to a martini

Name Alison Grace Flicker

Servers Test

Score / 35

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
- 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

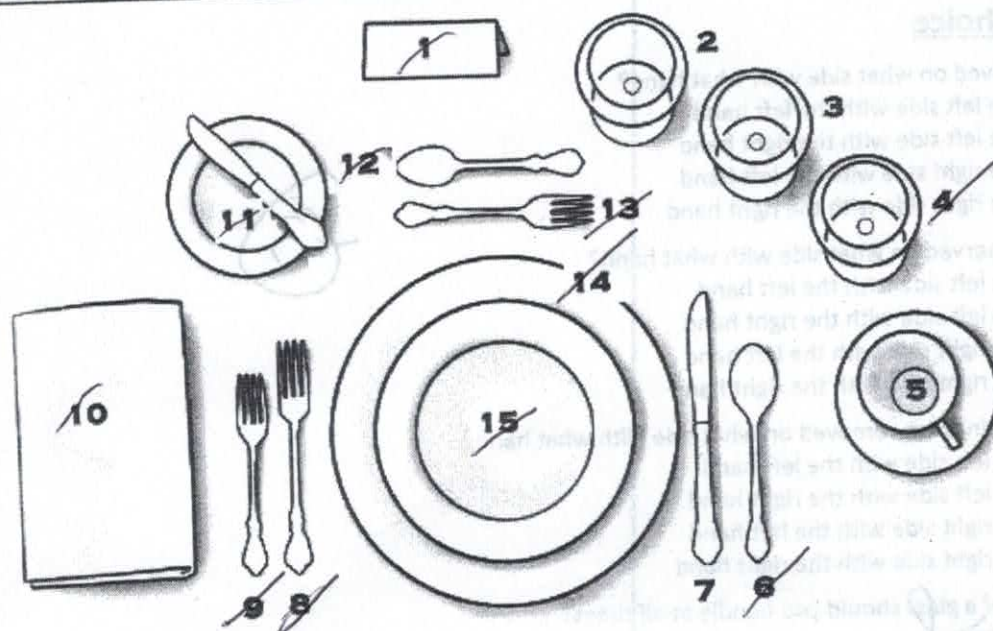
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <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>d</u> French Passing | D. Area for dirty dishware and glasses |
| <u>b</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 Alison Grace F

Servers Test

Score / 35



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 inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? dessert
- Synchronized service is when: when all food is brought to the table and placed at the same time
- What is generally indicated on the name placard other than the name? the type of meat or main course
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
immediately go to chef and get the correct dinner plate

(vegetarian, gluten free, fish, meat, chicken)

Alison Grace Flicker

(949) 701-8764

gracieflicker@yahoo.com
linkedin.com/in/gracieflicker



EMPLOYMENT

Nogalis Inc.

Executive Assistant to CEO/ Social Media Coordinator

2016 – Present

Report directly to CEO. Help manage social media accounts using Hootsuite. Write post for social media and blogs that are posted on the company website. Researched top competitors' social media and created a comparison presentation and plans to improve our accounts. Help create and run email campaigns. Use LinkedIn and job board sites to recruit contractor sand employees. Assist in conducting interviews. Research and help choose non-profit organizations in the area to make large charitable donations to. Research and assist in designing unique marketing materials for tradeshow. Assist in employee payroll and time-tracking. Help manage billing and invoices of from vendors and clients using Freshbooks and Quickbooks. Help plan travel and booth design for national conferences. Frequent calendaring. Research and comprise list of top real estate agents in multiple areas using CRM. Assist in property management for both residential and commercial real estate.

Special Event Staffing

Catering Server

2016 – Present

Work as a server for multiple high-end special events across Orange County, both large and small. Worked at prestige yacht clubs, birthday parties for well-known clientele, weddings, and corporate events for reputable financial investment firms. Give directions to other staff members and servers to assure that we were providing quality services. Work in large and small serving teams making sure that food catering ran smoothly and on time. Also work as time-keeper in which I keep track of event's schedule and the time of other servers working the event and report time schedule back to the corporate office.

Nihon Kohden America

Human Resources & Social Media Coordinator

2016 – 2016

Worked within the cross-functional Employee Engagement Committee. Created and implement innovative team building activities for all departments. In charge of planning regional corporate events. Assisted in planning events for company's annual national meeting. Enhanced company's fitness and wellness program by setting up corporate partnerships with gyms nationwide. Assisted in the distribution of employee on-barding documentation. Audited and evaluated training instructors for employee training sessions. In charge of planning a national volunteer day for entire company. Created and maintain company's social media pages and networking sites. Wrote articles on employee work culture that were published in company magazine. Assisted in implementing Employee Talent Acquisition Program. Helped design business cards for company. Comprised lists of benefits for employees. Created, distributed, and analyzed employee surveys. Wrote announcements for company news, upcoming events, and employees recognitions. Wrote company public safety announcements to be used in case of emergency. Responded to all Glassdoor reviews on behalf of the company. Organized and helped create company advertisement for mobile billboard campaign.

Baci Italian Restaurant

Event Catering Server

2015 – 2-016

Worked as a food server for both small and large events up to 200 people. Worked birthday, holiday, corporate, fundraising, and other special events. Served at both casual and formal events. Worked as bartender for events with selected drink menus. Worked in both small and large staffs. Gave directions to other staff members and servers to assure that we were providing quality services.

New-Indy Containerboard Ontario LLC

Human Resources Administrative Intern

2015 – 2016

Worked in the human resource department of a large manufacturing company. Assisted in processing payroll. Computerized employee performance reviews and systems. Worked in employee relations doing on-boarding as well as recruiting and interviewing potential candidates for full time positions. Created, wrote, and implemented tobacco-free work environment policy. Researched and switched the Ontario location's occupational healthcare provider to a more cost efficient and higher-rated company. Constructed and rewrote existing policies. Comprised a comparison of benefits, policies, and procedures of all New-Indy locations. Created and wrote announcements for news and events going on within the company that were published in company magazine. Also organized and

advertised annual employee award dinner. Created and advertised flyers for new policies, work activities, and fundraisers.

Hooters Restaurant

Server, Hostess, Promoter

2013 – 2015

Worked as hostess, waitress, promotion representative, and sales representative. Welcomed, served, and engaged with customers to ensure a satisfying dining experience. Also advertised merchandise and promoted events. Created visual case displays for merchandise at the restaurant.

Helping Hands

Personal Assistant

2010 – 2012

Worked as a personal assistant for Kathie McClellin. Organize financial documents, coordinate traveling, general office duties, domestic-care, and animal-care.

Scope Imports: Burnside Clothing

Sales & Customer Service

2008 – 2012

Worked with visual merchandising for clothing brands of Scope Imports. Created clothing displays for sale events and displays at the office's headquarters. Cashier as well as stocked merchandise along with on the floor customer sales.

EDUCATION

California State Polytechnic University, Pomona

2012 – 2016

Bachelor of Arts in Psychology

Minor: Organizational Communications

Overall GPA: **3.57** – Cum Laude

EXTRACURRICULAR

President, Cal Poly Pomona Psi Chi

International Honor's Society in Psychology

2015 – 2016

- Organized and ran general meetings and e-board meetings. Delegated responsibility to e-board members and oversee all actions. Maintained a democratic system while making sure all duties are met for each position. Organized and ran all social media accounts. Regularly composed and distributed club news and information to members. Acted as liaison between club and Psi Chi central office.
Advisor – Dr. Dejonghe – clinical psychologist

Peer Mentor, Psychology and sociology department

2015 – 2016

- Acted as a student counselor to students by advising them with classes, career path, and general life problems. Assisted with academic class scheduling and course work for students. Organized, planned, and advertised workshops put on for current student body as well as helped organize and ran all social media accounts.
Advisor – Dr. Von Glahn – experimental psychologist

COMPUTER SKILLS

Microsoft Office XP, Microsoft Power Point, Microsoft Outlook, MS Excel, Adobe Photoshop, Adobe Acrobat, QuickBooks, IBM SPSS, Freshbooks, Quickbooks

* Social Media & Networking Platforms: Hootsuite, LinkedIn, Instagram, Facebook, Twitter, Glassdoor