

**Laura Lynne Galland 760-994-5667**  
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Seeking a professional atmosphere where I can exercise my customer service skills and product knowledge to lead the guest through a memorable dining experience. My many years of food and beverage consists of corporate environments, upscale freestanding restaurants and private catering and personal assisting.

Relm wine bar-Wine educator 10-2014 to 12-2016  
Red Tractons Restaurant-Server 6-2013-6-2014  
MCCS Camp Pendleton- Bartender; Pacific View Event Center, 8-2011 to 10-2013  
Solar Rain Water company-product demonstration, 4-2012 to 2016  
Cavaillon/Savory Restaurants- fine dining server, 6-2003 to 9-2011  
Venture Catalyst-Food and Beverage Assistant, 1-2001 to 1-2003  
Four Seasons Resort-Banquets and Lobby Bar, 1999-2001

### **PROFESSIONAL EXPERIENCE**

#### **Server/Bartender/Supervisor (2003-current)**

Coordination of multi-course dinners with wine pairings  
Significant increase in sales through training and server education with an emphasis on high levels of customer service.  
Holder of a long established a loyal client base.  
Ability to run all Front of The House operations including: reservations, private functions planning, increased cover count building and cost controls.  
Effective problem solving through focused communications from guest and employees  
Proactive approach to potential issues through service  
Ability to ensure standards of professionalism are carried out

#### **Corporate Food and Beverage Assistant (2001-2003)**

Event planning/staffing events/vendor selection  
Inventory and stocking of product  
Preparing and serving for formal service or private functions

### **PROFESSIONAL REFERENCES**

Stacie Davis, restaurant manager  
Contact : 858-740-6826

Lawrence Payne, restaurant manager  
Contact: 760-208-7285



## Bartenders Test

Score 34 35

### Multiple Choice (6 points)

- 1) Carbonation \_\_\_\_\_ 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)

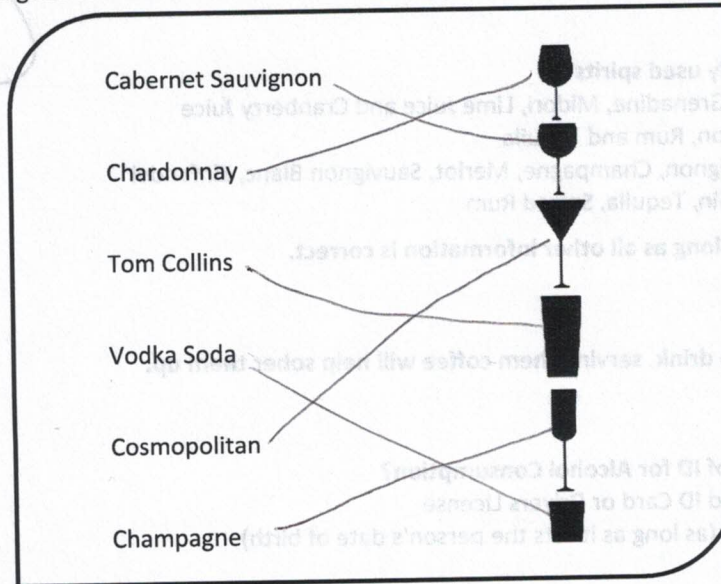
Match the word to its definition

- |                        |   |
|------------------------|---|
| <u>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 Vodka, Tanqueray 10 Gin,

What are the ingredients in a Manhattan? Bourbon/ Sweet vermouth

What are the ingredients in a Cosmopolitan? Vodka, lime juice, Cranberry

What are the ingredients in a Long Island Iced Tea? all white liquors, rum, vodka, gin, triple sec, lime

What makes a margarita a "Cadillac"? float of grand marnier on top of cocktail

What is simple syrup? liquid sugar-

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? throw out ice - and do not use!

When is it OK to have an alcoholic beverage while working? completely clean out bin after work, out of uniform

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

What are the ingredients in a Margarita? teq / sweet & sour, lime juice / salted rim and lime garnish



Name Laura Braden

**Servers Test**

Score 32 / 35

**Multiple Choice**

91%

3

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

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

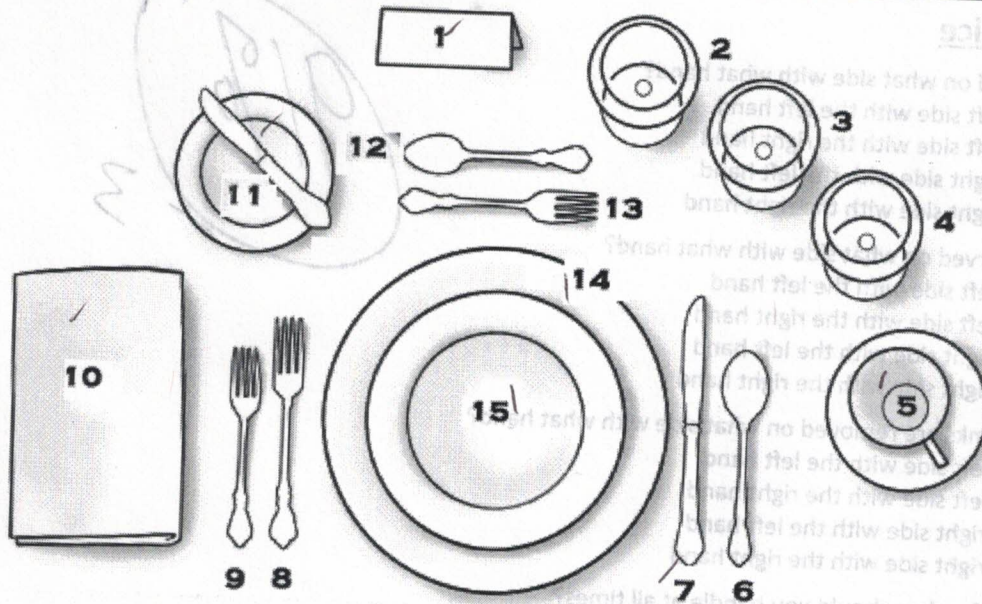
E Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Used to open bottles of wine

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



Name \_\_\_\_\_  
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 (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream/sugar
- Synchronized service is when: the tables served at one time
- What is generally indicated on the name placard other than the name? the type of meat chosen
- 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?  
Go ask manager - or go to butcher and check availability