

# Jaquelyn E. Cosby

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## Experience

**Granville** - 8701 Beverly Blvd West Hollywood, CA 90048

**Server** *February 2017 – Present*

- Open and close restaurant
- provide excellent guest service in a casual fine dining environment
- extensive menu knowledge

**Hard Rock Hotel and Casino** - 777 W Cherokee St Catoosa, OK 74015

**Banquet Server, Bartender, Green Room Assistant** *May 2015 – January 2017*

- Helped set up banquets for diverse community and fundraising events.
- Ensured all guest equipment was assembled and arranged correctly.
- Made sure Green Room service was to satisfaction of guests, and included all items requested
- Complete Bar Set up, with all products needed for the evening
- Worked Bar Service at special events

**Caz's Chowhouse** - 18 E Mathew B. Brady St Tulsa, OK 74103

**Server** *July 2016 - January 2017*

- Delivered exceptional, friendly, and fast service.
- Troubleshoot problems effectively and efficiently
- Handled both cash and credit card payments.
- Knowledgeable about products from both kitchen and bar
- Opened and closed the restaurant. Working lunch, dinner, and private events as needed.

**American Eagle Outfitters** - 7021 S Memorial Dr. Tulsa, OK 74133

**Sales Associate** - *November 2013 – December 2016*

- Provided high-quality customer service to optimize customer purchasing and payment process.
- Initiated inventory control measures to sustain stock levels, and helped to order new inventories.
- Managed and maintained displays as indicated by planograms, end cap, and bulk stack instructions.
- Educated customers on available product options to meet and exceed customer service experience.

## Skills

Responsible, reliable, and creative problem solver with exceptional interpersonal skills  
Training in Aloha and Micro Systems  
High volume dining server and experienced bartender

Name

Jaquelyn Cosby

Score

135

## 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
- 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

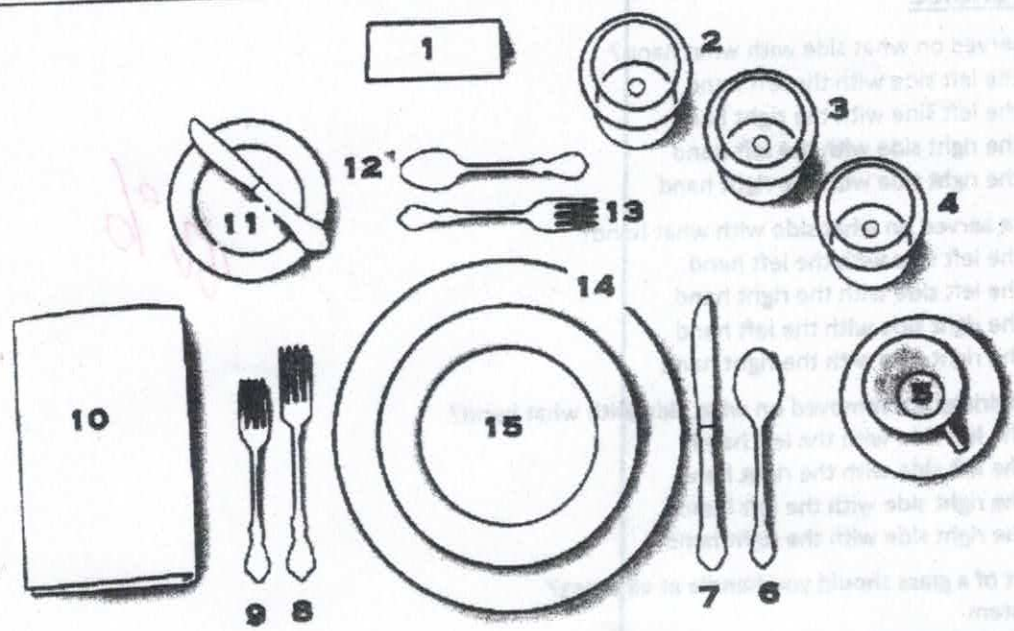
### Match the Correct Vocabulary

- 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



**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>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/dessert
- Synchronized service is when: everyone gets food at same time
- What is generally indicated on the name placard other than the name? Seat Number
- 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?  
tell the expo / chef / captain "immediately"

## Bartenders Test

Score 19 / 35

### Multiple Choice (6 points)

- B 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
- 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)

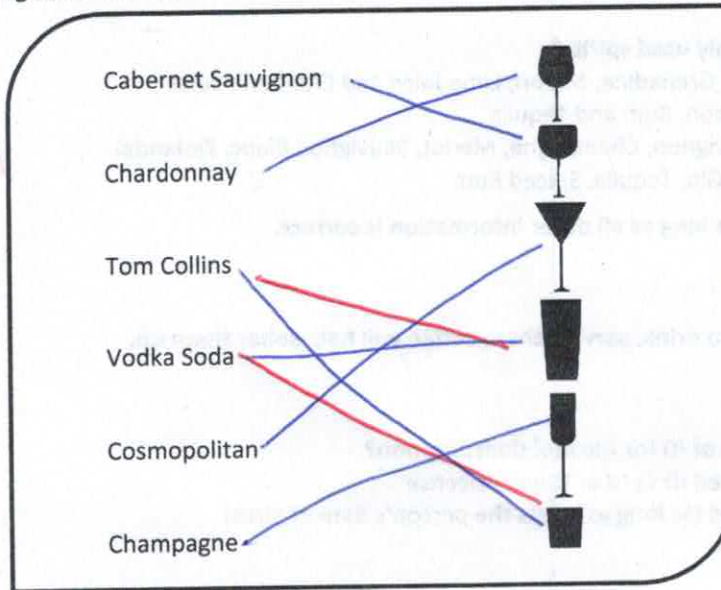
Match the word to its definition

- |                                 |   |
|---------------------------------|---|
| <u>C</u> <u>I</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, Jameson, Tanqueray
- What are the ingredients in a Manhattan? whiskey & grenadine *Vermouth, Whiskey, Bitters*
- What are the ingredients in a Cosmopolitan? lime, triple sec, cranberry, vodka
- What are the ingredients in a Long Island Iced Tea? sweet & sour, coke, rum, vodka, gin, triple sec
- What makes a margarita a "Cadillac"? adding gran marnier
- What is simple syrup? sugar water
- Is it legal to pour liquor from one bottle into another? What is this called? (2 points)  
no - marmyng bottles
- What should you do if you break a glass in the ice? burn 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"? with olive juice
- What are the ingredients in a Margarita? tequila, sweet & sour, triple sec and 1 part orange juice too *1/2*