

**Gabrielle Badell**

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## **PROFILE**

I am enthusiastic, self-motivated, energetic and a hard worker. I am looking to be part of a company where I can hone my skills and contribute to the overall success of a company.

## **EXPERIENCE**

**Sales Associate**

**Manhattan, NY**

**Rafaello & Co**

**April 2015-Sept 2015**

- Provided excellent customer service
- Sales
- Displaying jewelry
- Kept displays neat and organized,
- Demonstrated products to interested customers
- Suggesting jewelry designs to customers suitable for certain occasions
- Explaining cuts, carats, color, and clarity in jewelry and gems to customers,
- Locking up jewelry
- Taking inventory.

**Bartender**

**Bellrose, NY**

**Rollin Greens -**

**Feb 2015 - April 2015**

- Provided excellent customer service,
- Checked and validated customers' identification to uphold company policies and federal regulations
- Taking drink and food orders
- Serving food
- Mixed and served alcoholic and non-alcoholic beverages to customers
- Limit issues related to customer intoxication by refusing to serve patrons or requesting taxis to transport intoxicated patrons home
- Cleaned and maintained bar area; arranged bottles and glasses to create attractive displays
- Collect payments for drinks and food and balance receipts at end of shift
- Calculated bar tabs and collected and processed payments.



**Bartender****Venue****Kew Gardens, NY****2014-2015**

- Responsible for Verifying patrons' identification to verify age requirements for alcohol purchases
- Greeting customers and taking beverage orders, serve wine, bottled or draft beer, liquor, and mixed drinks
- Monitored customers' intake and prohibited sale of alcohol to intoxicated patrons, garnish preparation
- Clean bar and work area, and stock bar with alcohol, mixers, garnishes and related supplies such as ice, glassware, napkins, and straws; order or requisition liquors and supplies to maintain workflows and meet patron demands
- Collect payments for drinks and balance receipts at end of shift, party host.

**Hostess****Bell Diner****Bayside, NY****2011-2012**

- Provided excellent customer service
- Taking phone orders for pick up and delivery
- Seating guests
- Make checks for dine in, pick up orders and delivery's
- Collect payment and close out receipts and tabs for dine in, pick up orders and deliveries.

**Waitress****Blazin' Burgers****Flushing, NY****2010-2011**

- Taking food and drink orders
- Serving food and beverages
- Preparing fountain drinks and desserts
- Making milkshakes
- Packing pick-up orders
- Cleaning tables and maintaining dine in area; refill salt, pepper, ketchup
- Print checks for dine in and pick up orders
- Collect payments and close out receipts

**EDUCATION**

- Bayside High School, Bayside, New York — Diploma
- 1800 Bartending School — Bartending certification

**SKILLS**

Certified mixologist, photography, acting, sales, risk management, inventory management, workplace maintenance, multitasking, listening, taking direction, customer



**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

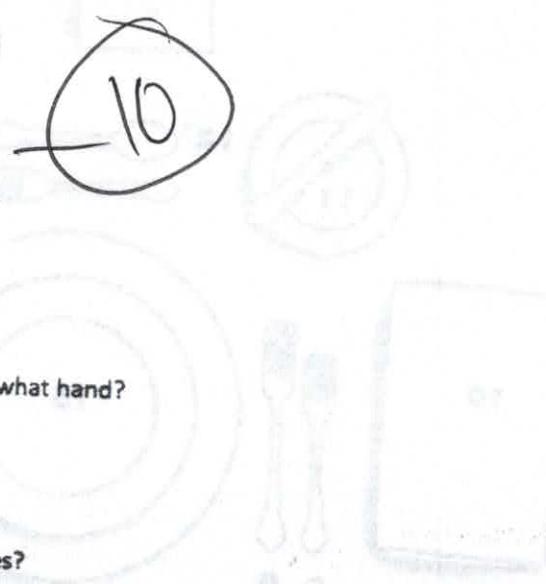
- B 2) Drinks are served on what side with what hand?  
 a) On the left side with the left hand  
 b) On the left side with the right hand  
 c) On the right side with the left hand  
 d) On the right side with the right hand

- B 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**

E Scullery

C Queen Mary

A Chafing Dish

B French Passing

G Russian Service

F Corkscrew

D 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

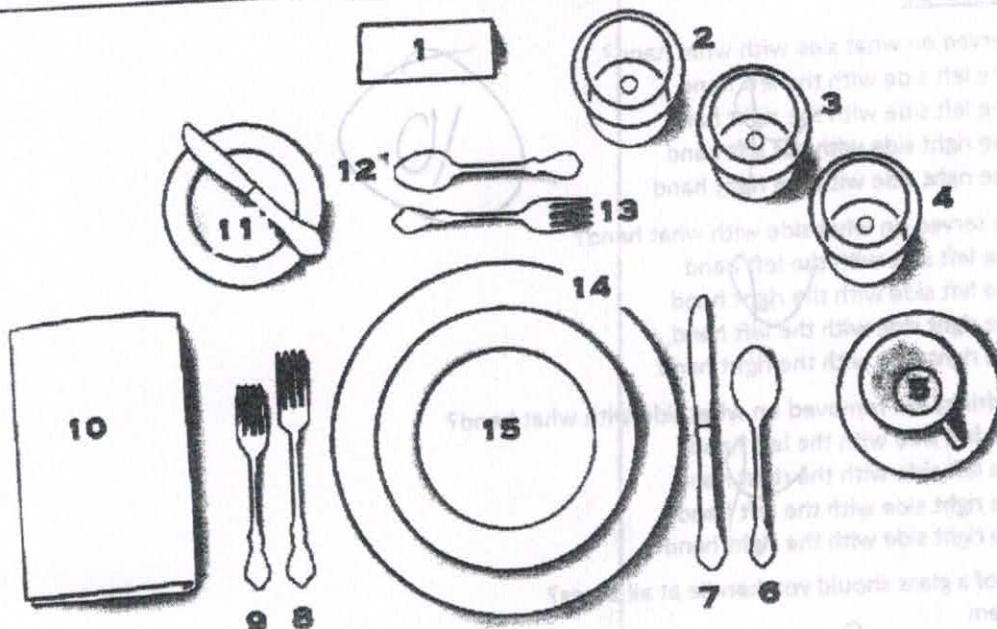
D. Area for dirty dishware and glasses

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**

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 1 inch

inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? cream sugar tea spoon

3. Synchronized service is when: when multiple servers bring all food to the table

4. What is generally indicated on the name placard other than the name? seat number & table

5. The Protein on a plate is typically served at what hour on the clock? 5 pm

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? notify the chef

**Multiple Choice (6 points)**

- B 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
- E 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 4 "Straight Up"

a.) Used to crush fruits and herbs for craft cocktail making

E 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 ½ 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"

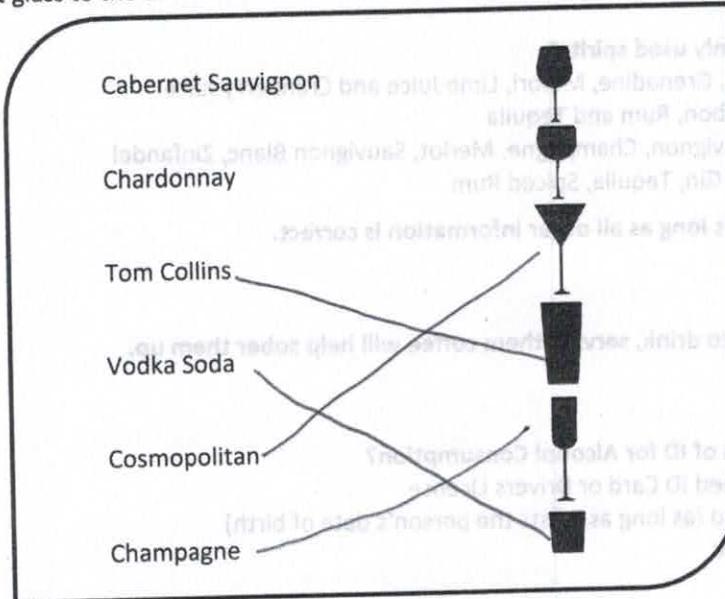
h.) Requesting a separate glass of another drink

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, Bombay, Hennessy

What are the ingredients in a Manhattan?

Whisky, bitters, vermouth, cherry

What are the ingredients in a Cosmopolitan?

Cointreau, Vodka, lime juice, cranberry juice

What are the ingredients in a Long Island Iced Tea?

Vodka, Gin, Rum, Tequila, Triple sec, Splash Sprite

What makes a margarita a "Cadillac"?

Float Grand Marnier

What is simple syrup?

Boiled sugar and water

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

NO

Dump all the ice

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

Never

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

Never

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

olive juice

What are the ingredients in a Margarita?

Tequila, triple sec, lime juice