

Multiple Choice (6 points)

C 1) Carbonation \_\_\_\_\_ the rate of intoxication.  
a) Slows down  
b) Speeds up  
c) Does nothing to C

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

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"

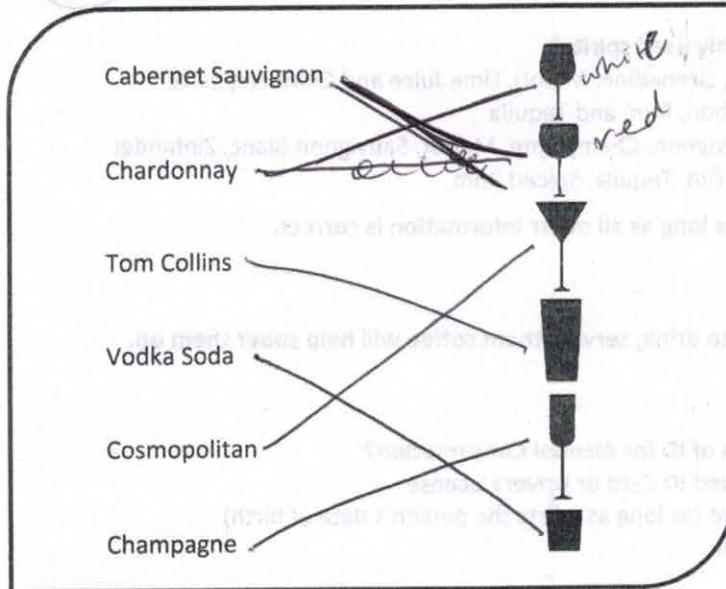
h.) Requesting a separate glass of another drink

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): Laphroig scotch, grey goose, st. george gin

What are the ingredients in a Manhattan? sweet vermouth, rye whiskey, + bitters

What are the ingredients in a Cosmopolitan? vodka, lime, simple syrup, triple sec, cranberry

What are the ingredients in a Long Island Iced Tea? vodka gin rum tequila coke lemon + simple syrup

What makes a margarita a "Cadillac"? orange juice

What is simple syrup? sugar + water

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

Mixing - and no

What should you do if you break a glass in the ice? Burn the well - clean out all ice + glass then new ice

When is it OK to have an alcoholic beverage while working? NO

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

What are the ingredients in a Margarita? tequila, simple syrup, lime juice, (triple sec, sometimes OJ)

**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

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

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 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 Chafing Dish

B French Passing

G Russian Service

P 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

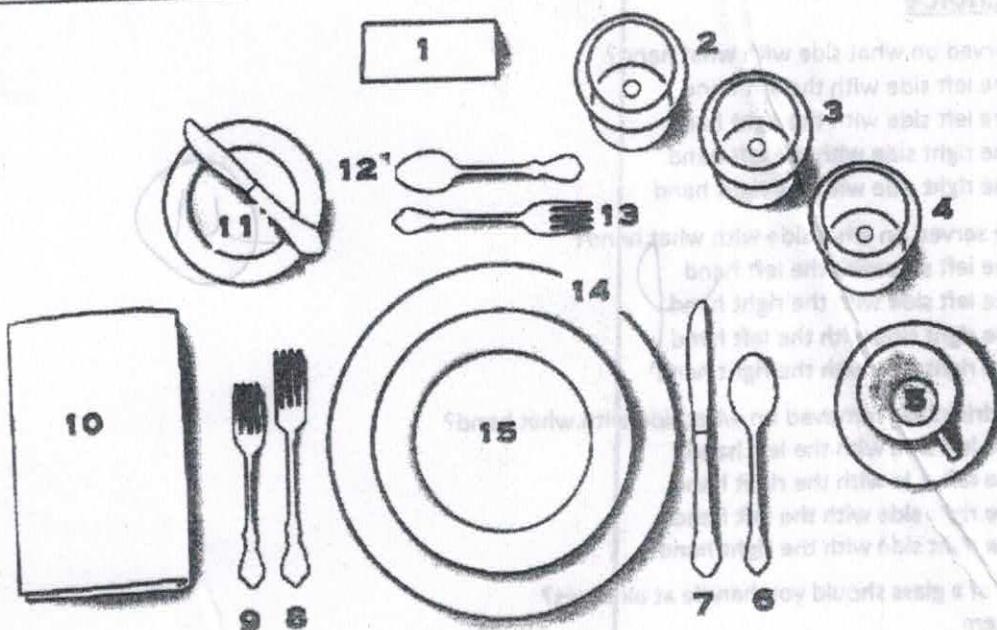
D. Area for dirty dishware and glasses

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>2</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>3</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>4</u>	Wine Glass (White)
<u>20</u>	Water Glass		

**Fill in the Blank**

1. The utensils are placed 1 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: each table served at the same time
4. What is generally indicated on the name placard other than the name? Special diet requests
5. The Protein on a plate is typically served at what hour on the clock? 6 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? let the expediter know

# HEATHER HARZ

1706 W Sunset Boulevard, #209 • Los Angeles, CA 90026 • (678) 665-7737 • heather.harz@gmail.com

**OBJECTIVE:** Passionate industry professional seeking management, serving, or bartending position. Seasoned in all aspects of front of house, I aim to leverage a honed, intuitive sense of service, warm personality, and extensive experience in situational response to go above and beyond meeting the needs of every patron. I also thrive in developing and managing a small team, opening new spaces, programming and running special events, and assisting customers with dietary restrictions.

## RELEVANT EXPERIENCE

### Urban Pl8, Atlanta, GA

*Catering Director / FOH Manager* March 2012 - July 2014 (Westside); January 2016 - November 2016 (Krog St. Market)

- Responsible for recruiting, hiring, and training new servers, bartenders, sales associates & managers on points of service, expo, menu, pairings, and POS at both West side & Krog St. Market locations
- Responsible for daily inventory, ordering, and receiving of beverage, dry goods, and catering supplies
- Assisted in sales, merchandizing, and detailed execution of high-profile paleo meal program & KSM retail
- Managed Square POS and Shopify interfaces; menus & pricing, employee timecards, online ordering, and sales reports
- Worked alongside owners in opening KSM location; secured signage contractor & acted as liaison through installation
- Launched catering program; solely managed sale, quotes, day-of execution and delivery to client

### Last Resort Grill, Athens, GA

*Server & Bartender* February 2015 - December 2015

- Received intensive training in fine dining etiquette - points of service, flawless table set up and maintenance, coursing, utmost adherence to expectation within team environment, work as server assistant, expediting and fine plating
- Gained vast knowledge in wine service - varietals, tasting, bottle sales based upon comparison & pricing, presentation
- Bartended nights and private events at Last Resort Provisions

### Sister Louisa's Church, Athens, GA

*Lead Bartender* October 2014 - October 2015

- Responsible for all-inclusively running high-volume shifts, open to close - includes managing staff; curating regulars; creation of environment, i.e. lighting, music, & temperature; reconciling sales, cash out, tips outs, and sales reports
- Key player in bar opening; managed opening night, generated staffing prospects, and consistently produced ideas for running the bar more efficiently in terms of bar set-up, staffing, and menu; responsible for liquor closet organization
- Barbacked as necessary; responsible for bussing, running dish, stocking, changing kegs, and ejecting unruly customers

### Highwire Lounge, Athens, GA

*Cocktail Bartender* August 2013 - March 2014

- Mastered concoction and delivery of extensive rotating list of specialty cocktails in addition to traditional cocktails
- Developed and continually sought further education in knowledge of craft beer, wine, and liquors
- Managed smooth execution of a variety of special events, including art receptions, beer tours, and weekly trivia

### Slice, the Perfect Food, West Village, New York, NY

*Front of House Manager* September 2010 - August 2011

- Developed detailed knowledge of organic café and wine bar's consciously-sourced menu and rotating selection of NY local wine and craft beer to guide selection for patrons; assisted GM in selecting new wine offerings
- Managed planning of special events from conception to completion, including in-house classes, client and staff parties, and off-site catering and craft service engagements; co-managed unique weekly pizza-making classes alongside chef

## EDUCATION

New York University, New York, NY; Steinhardt School of Education, Culture, and Human Development

Bachelor of Music, May 2010; Major in Flute Performance, Summa Cum Laude, Honors Scholar

## OTHER RELEVANT SKILLS AND EXPERIENCES

- **Skills:** Knowledge of Square, Micros, Aloha, and Adelo/Leebro POS Systems, in addition to paper ticketing system
- **Language:** Fluent knowledge of conversational Spanish
- **Live Music Experience:** Jr. Publicist with Baby Robot Media, LA; Artist assistant and tour manager with Super Best Records, Denver; Marketing associate at The Knitting Factory, Brooklyn; Superfly Presents Intern, NYC

## REFERENCES

Amy Lloyd, COO at Urban Pl8, 404-388-3138, amyamylloyd@gmail.com

Jon McRae, GM at Sister Louisa's Church, Athens, 404-550-8609

Sarah Baker, GM at Last Resort Grill, 478-456-6374

