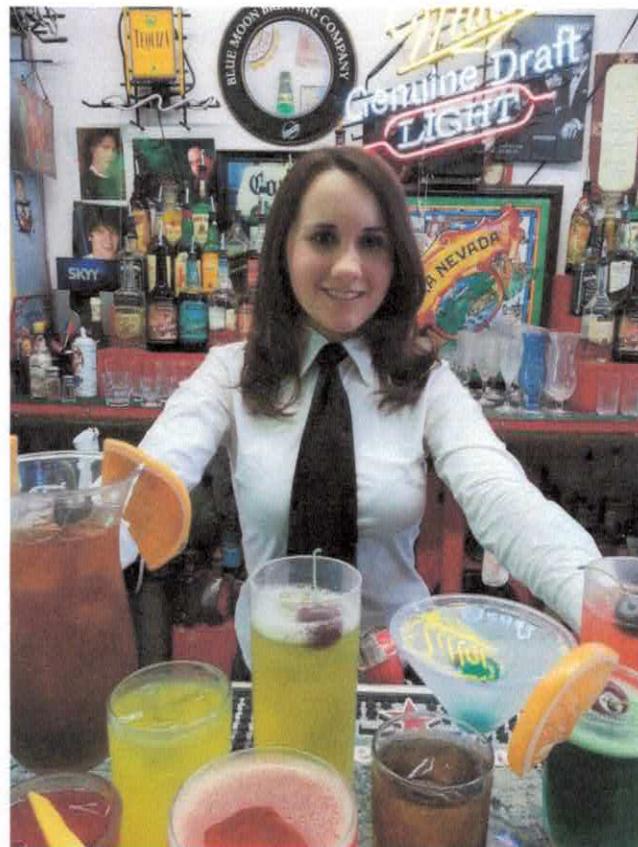


# Rachel A. Herrick

## Bartender

206.550.1526

rachel.a.herrick@gmail.com



**Objective:** To Provide Exemplary Customer Service as a Bartender While Contributing Skills and Practical Knowledge to Further the Success of the Establishment

**Education:** Bartender's Training Institute, CA - Certified Mixologist  
Savannah College of Art and Design, GA - B.F.A.

**Qualifications:**  
**ServSafe and T.I.P.S. Certified**  
Knowledge and experience with several operating systems.  
Knowledge of Mixed Drinks, Liquors and Beers  
Outstanding Customer Service Skills  
Strong Communication Skills, Fast Learner, Organized

**Work Experience:**  
Hillcrest Country Club - Bartender  
The Sunset Tower - Bartender, Server  
The London Hotel - Bartender, Server  
John O'Groats Grille & Pub - Bartender, Server  
Pink Elephant Staffing – Bartender, Server  
Culinary Staffing - Bartender, Server, Catering Assistant, Setup  
Host Pros / STAFFT - Bartender, Server, Catering Assistant  
The Forum - Bartender  
Bullstreet Chophouse Restaurant - Bartender, Waitress, Hostess  
Il Pasticcio Restaurant - Catering Assistant, Server, Hostess

**References:**  
Matthew Weis: Staffing Director, The Martini Shop (814.590.4925)  
Dan Stone: Staffing Director, Culinary Staffing (323.290.2231)  
Marni Good: Staffing Director, Coat Check Complete (310.318.6926)



Raschel A. Herlick

Hairstylist

206-240-1250

<http://www.hairbyraschel.com>

Objectives:  
To provide exceptional customer service as a Bestseller with Outstanding  
Skills and Professional Knowledge to further the success of the Hairdressing industry.

Education:  
Graduate of The University Institute, CA - College of Cosmetology  
Salon Management College of Art and Design, CA - G.L.A.

Qualifications:  
Knowledge and experience with several scheduling systems  
Knowledge of Men's and Women's Trends and Styles  
Outstanding Customer Service Skills  
Strong Communication Skills, Fast Pace, Outstanding  
Presentation and TRS. Cutting

Work Experience:  
High Class Country Club - Stylist  
The Grand Hotel - Banquet Stylist  
Top Fashion Hotel - Banquet Stylist  
Join O'Groats Grill & Tap - Banquet Stylist  
Pink Elephant Lounge - Banquet Stylist  
Quality Styling - Banquet Stylist  
Host Hotel STYL - Banquet Stylist  
Top Lounge - Stylist  
Boutique Cosmetics - Banquet Stylist  
Hil's Cosmetic Restaurant - Cosmetic Assistant, Stylist, Hostess

Hobbies:  
Movie, Music, Shopping, Dining Out, Travel, Sports (X-F, V-F, 400-400-2222)  
Dinner, Shopping, Dining Out, Cosmetic Styling (373-260-3331)  
Movie Good, Styling, Dining Out, Cosmetic Styling (310-718-4800)

**Multiple Choice**A1) 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

1992D2) 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

D3) 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

B4) What part of a glass should you handle at all times?

- a) The stem
- b) The widest part of the glass
- c) The top

D5) 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

D6) 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 dinning 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

A. Metal buffet device used to keep food warm by heating it over warmed water

E 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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

E French Passing

D. Area for dirty dishware and glasses

B Russian Service

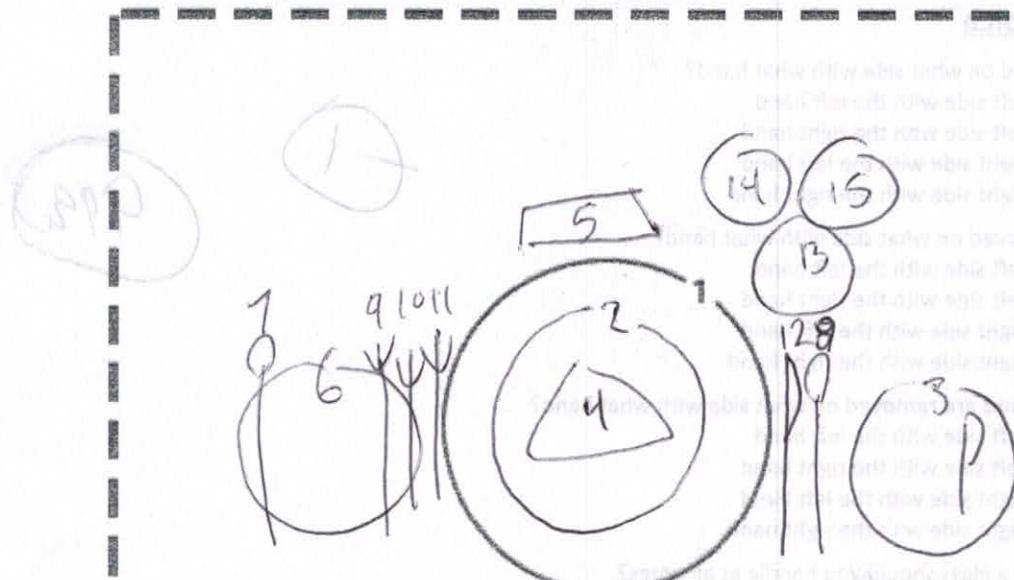
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

C Tray Jack

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



**Draw a formal place setting containing all of the following:**

1. Service Plate	7. Teaspoon	13. Water Glass
2. Salad Plate	8. Soup Spoon	14. Red Wine Glass
3. Bread Plate & Knife	9. Salad Fork	15. White Wine Glass
4. Napkin	10. Dinner Fork	
5. Name Place Card	11. Dessert Fork	
6. Tea/Coffee Cup & Saucer	12. Dinner Knife	

**Fill in the Blank**

1. The utensils are placed one inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Spoon, Sugar, cream.
3. Synchronized service is when: the captain informs the employees
4. What is generally indicated on the name placard other than the name? position or suffix
5. The Protein on a plate is typically served at what hour on the clock? 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Inform the captain or chef, depending on event

## Bartenders Test

Score / 35

### Multiple Choice (6 points)

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

2

C 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

X

B 3) You can accept an expired ID as long as all other information is correct.  
a) True  
b) False

B

B 4) If someone has had too much to drink, serving them coffee will help sober them up.  
a) True  
b) False

B

B 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

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

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  $\frac{1}{2}$  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

E Bar Mat

g.) Used on the bar top to gather spills

D "Float"

h.) Requesting a separate glass of another drink

H "Back"

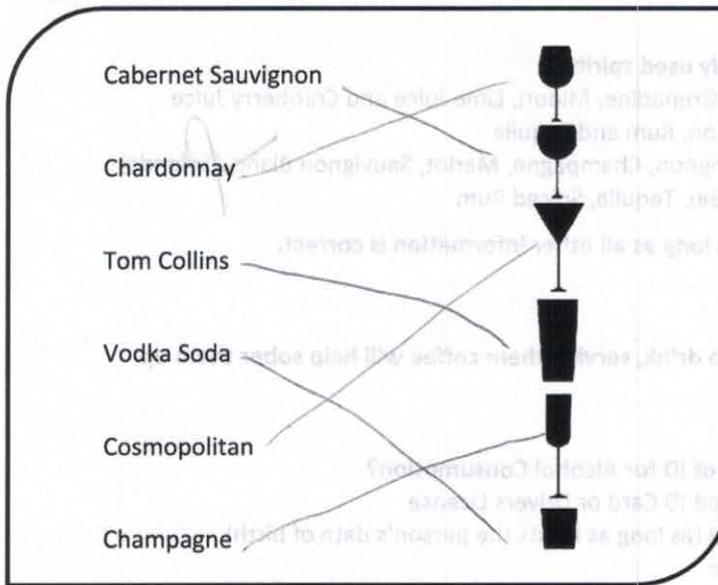
i.) Means to serve spirit room temperature in a rocks glass with no ice

**Bartenders Test**

**Score** / 35

**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): Svedka, bombay, patron

What are the ingredients in a Manhattan? Bourbon, scotch or whiskey (preference) sweet vermouth

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

What are the ingredients in a Long Island Iced Tea? Vodka, gin, rum, tequila, Sour mix, coca cola

What makes a margarita a "Cadillac"? Cadillac - oz of Grand Marnier added

What is simple syrup? thick sweet liquid for mixing into drinks

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

Yes, mix the bottles

What should you do if you break a glass in the ice? dump ice, clean bucket, replace

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 juice, triple sec, lime juice