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Professional overview

- Highly developed communication and interpersonal skills; very successful at interacting with all levels of personnel, including management, co-workers and clientele; excellent social skills and ability to build rapport, coupled with strong knowledge of restaurant etiquette.
- Excellent organizational and management skills; great attention to detail, accuracy and outcome; ability to quickly assess situations and make appropriate decisions; capable of achieving results in challenging circumstances; highly motivated self-starter with the ability to handle new responsibilities; performs well independently or as part of a team.
- Ability to multi-task and prioritize a multitude of duties; charismatic, outgoing, resourceful, superior customer service skills and experience with guests.

Summary of experience

Artisan House, Los Angeles, CA 2011-2015

Server, Bartender

American/Italian Cuisine

- Products sourced from local artisan purveyors.
- Maintained and awarded highest per-person check average.
- Performed table side service for our guests enjoyment.

WP 24, Ritz-Carlton, L.A. Live, Los Angeles, CA 2010 - 2011

Server

Chinese Cuisine

- Extensive knowledge of unique Chinese cuisine created by Wolfgang Puck.
- Catered private exclusive events for VIP's.
- Resourcefully met difficult requirements from up-scale clientele.

Chaya Downtown, Los Angeles, CA 2009 – 2010

Server

European Asian Fusion Cuisine

- Home of Chef Tachibesan one of the forefathers of fusion.
- Extensive knowledge of European Asian fusion cuisine.
- Trained servers in this fast paced downtown eatery.

Roy's Downtown, Los Angeles, 2007-2011

Server, Bartender

Hawaiian Fusion

- Served food in this unique home of James Beard award winning recipient Roy Yamaguchi.
- Persuasive delivery of menu description required for this landmark LA. restaurant.
- Having very high standards and acting on them with conviction.

Providence, Los Angeles, CA

2005 - 2007

Bartender, Front waiter

New American Cuisine

- Continually maintain highest culinary standards in this well regarded L.A. land- mark, owned and operated by Chef Michael Cimmarusti.
- Worked under and learned from one of Los Angeles best mixologist Vincenzo Marinella.
- Adapted daily to an innovated, constantly changing tasting menu.

Water Grill, Downtown Los Angeles, CA 2003 - 2005

Captain, Front waiter, Bartender, HostContemporary Cuisine

- Maintained highest standard of service in this premiere downtown restaurant.
- Trained Servers and M.I.T.'s in all front-of-house positions.
- Developed detailed knowledge of fine dining.

Multiple Choice

A 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 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

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)

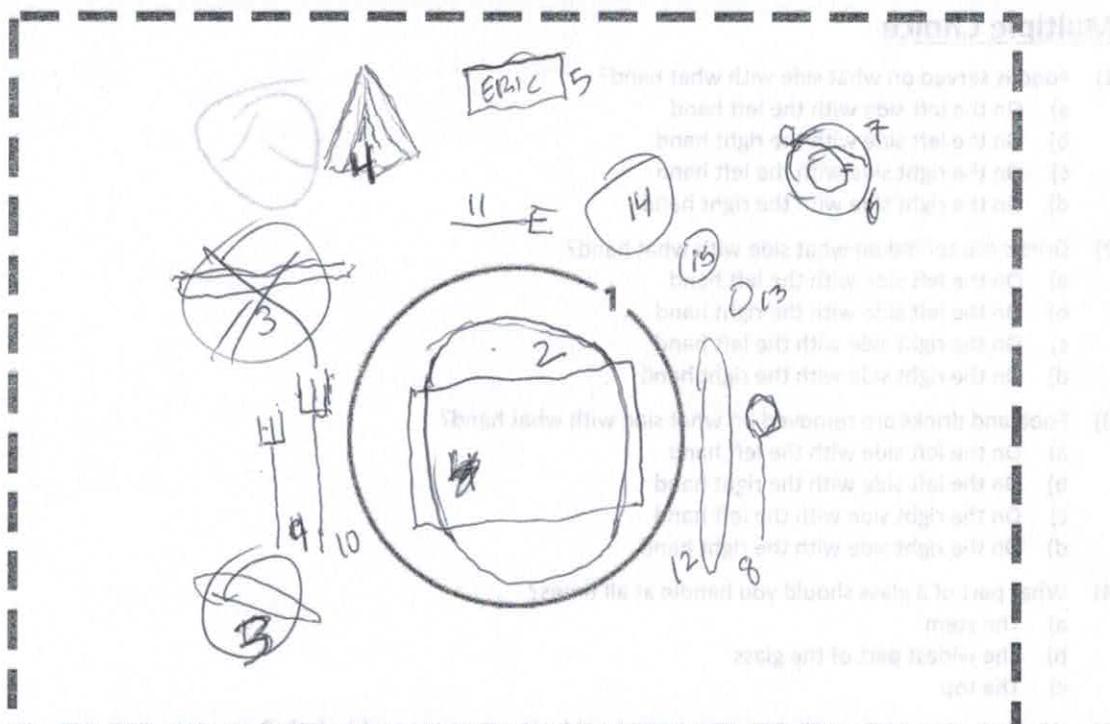
C. Used to hold a large tray on the dining floor

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



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 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? MILK/CREAM & SUGAR.
3. Synchronized service is when: EVERY STEP OF SERVICE IS DONE AT THE SAME TIME,
4. What is generally indicated on the name placard other than the name? NAME OF EVENT OR COMPANY
5. The Protein on a plate is typically served at what hour on the clock? 7:00
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
TELL THE CAPTAIN OR THE KITCHEN

Bartenders Test

Score / 35

Multiple Choice (6 points)

A

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

A

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~~ 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

B Bar Mat

g.) Used on the bar top to gather spills

D "Float"

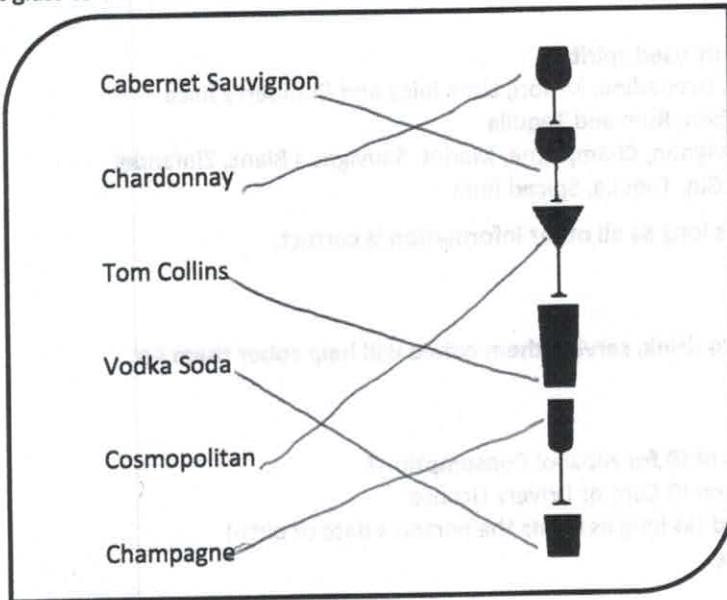
h.) Requesting a separate glass of another drink

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, BODDIES, BOOKERS

What are the ingredients in a Manhattan? BOURBON, SUGAR, BITTERS

What are the ingredients in a Cosmopolitan? VODKA, TRIPLE SEC, LIME JUICE, S.S. SPARK CRAN

What are the ingredients in a Long Island Iced Tea? VODKA, GIN, TEQUILA, TRIPLE SEC, LIME JUICE, S.S., COKE

What makes a margarita a "Cadillac"? FLOAT OF GRAND MARNIER

What is simple syrup? A SYRUP MAKE SUGAR AND HOTWATER TO DSOOLVE THE SUGAR

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

YES, MARRYING

What should you do if you break a glass in the ice? COVER IT WITH RAG AND GO OR TELL SOMEONE TO GE HO WATER TO MELT THE ICE

When is it OK to have an alcoholic beverage while working? NEVER OR AT ATASTING WITH MANAGERS

What does it mean when a customer orders their cocktail "dirty"? IT HAS OLIVE JUICE

What are the ingredients in a Margarita? TEQUILA, TRIPLE SEC, LIME JUICE, S.S., (SALT ON RIM OPTIONAL)