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Objective: To obtain a professional waiter/server/bartending position, with an emphasis on excellent customer service

Experience: on call bartender -Almansor Court (2007-2008)
server/bartender-Party Staff-(2008-2011)
server/bartender- Patina Catering-(2008-2017)
server/bartender-Along Came Mary-(2008-2016)
server/bartender-Simon's Catering-(2008-present)
server/bartender-Jackson Catering-(2009-2012)
server/bartender-Adonis Catering-(2009-2015)
server/bartender-Silver Service-(2010-2014)
server/bartender-Wolfgang Puck-(2015-present)

Retail Sales: Bank Deposits/Cash Handling-HT Furniture

District Sales Manager: Eden Garden 2007-2009

-inventory manager
-sales manager

Customer Service: Kompugard- 1995-2007

-cash handling
-retail sales
-payroll

Education: Bartender Training Institute

-certified mixologist
-certified in alcohol awareness & customer service
-TIPS Certified

1992-1995 LA Valley College
associate of arts degree

Skills:

-Knowledge of over 250 mixed drinks and liquors
-Extensive customer service and sales experience
-Proficient in bar setup and maintenance and up selling
-10 years serving/bartending experience

Highlights of Qualifications:

-Excellent People Skills
-Friendly and hard working
-Can excel in a fast paced environment
-Works well with others
-Always on time

References:

Louis Fasanelli: Instructor 323-464-4888
Cindy Benson: Admissions Coordinator 818-985-8088
Amy Whaley: Bartender 310-770-3844

Multiple Choice

b 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 VocabularyD 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

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

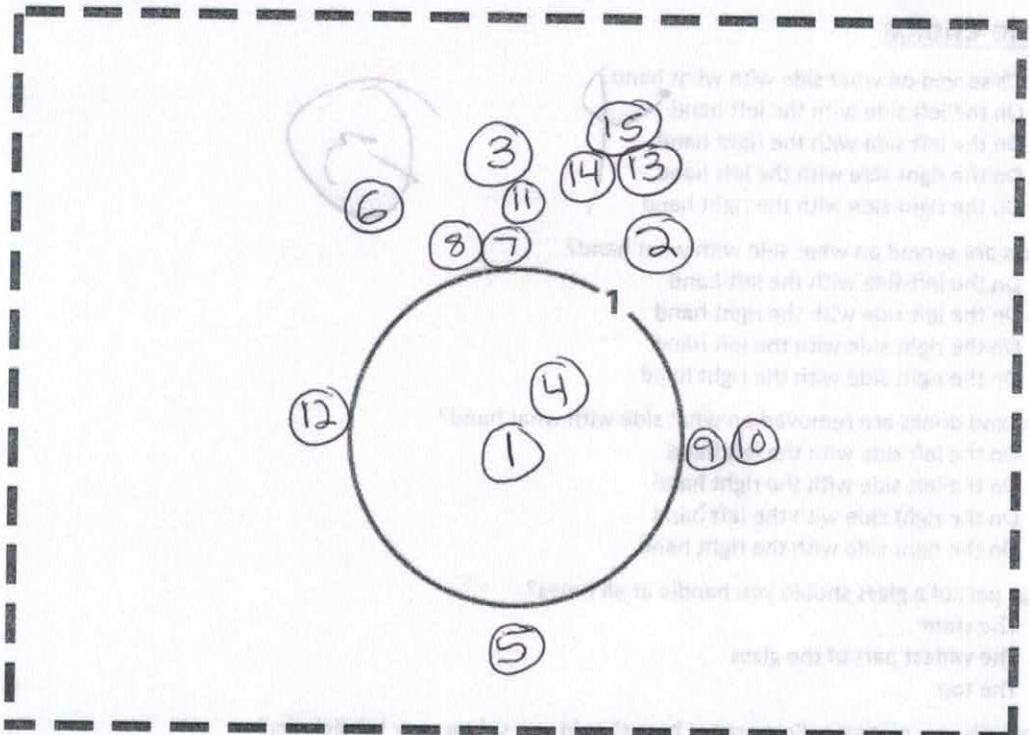
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

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

Fill in the Blank

1. The utensils are placed 6 4 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? Sugar/lemon/honey/sweet & low/cream

3. Synchronized service is when: all servers work in a flow table by table

4. What is generally indicated on the name placard other than the name? Table #

5. The Protein on a plate is typically served at what hour on the clock? 3 pm

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

Inform manager/supervisor

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

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"

f  Shaker Tin

i  "Neat"

a  Muddler

b  Strainer

e  Jigger

g  Bar Mat

d  "Float"

h  "Back"

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

b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

d.) To pour $\frac{1}{2}$ oz of a liquor on top

e.) Used to measure the alcohol and mixer for a drink

f.) Used to mix cocktails along with a pint glass and ice

g.) Used on the bar top to gather spills

h.) Requesting a separate glass of another drink

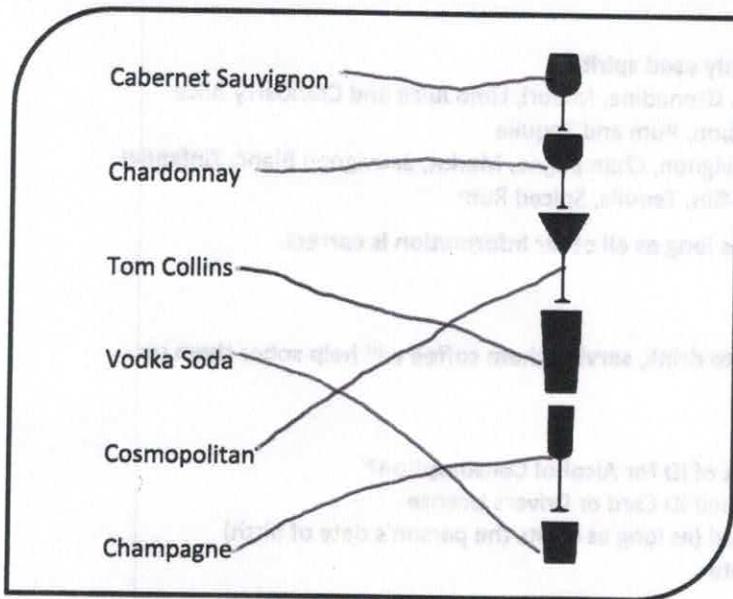
i.) Means to serve spirit room temperature in a rocks glass with no ice

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): Grey Goose / Patron / Black Label

What are the ingredients in a Manhattan? Whiskey, sweet vermouth, bitters, cherry

What are the ingredients in a Cosmopolitan? vodka, cranberry, lime juice / triple sec

What are the ingredients in a Long Island Iced Tea? vodka, gin, tequila, rum, sour mix, lemon

What makes a margarita a "Cadillac"? adding Tequila 1800 / grand marnier

What is simple syrup? sweet syrup used to sweeten drinks like mojitos

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

No. It's called marrying liquor.

What should you do if you break a glass in the ice? Throw out ice. Get new ice.

When is it OK to have an alcoholic beverage while working? never

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

What are the ingredients in a Margarita? Tequila, triple sec, sour mix, lime juice
garnish with lime (maybe salt)