

William B. Torres

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OBJECTIVE: Able to obtain a position where I may efficiently utilize my skills and talents, to enhance the quality of the company to the best of my ability.

SKILLS

- California Food Handlers Card
- Excellent customer service
- Able to stay level-headed in a bustling environment
- Experience with Micros, P.O.S. and Touch Point
- Cheerful, upbeat, positive attitude
- Strong knowledge of different cocktails, wine, and beer
- Fluent Spanish speaker
- Strong sense of responsibility

EMPLOYMENT

<u>Bartender/Banquet Server</u>	Staff Catering, CA	
March 2015- Present	Owner: Bill Cowan	(323) 839-7685
▪ <i>I work in Fine Caterings for private events. I have my own bar kit.</i>		
<u>Associate Director</u>	Summer Discovery	
July 2012-August 2017	Owner: Jimmy Musiker	(516) 621-3939
▪ <i>Worked at, UT Texas and UCLA Campus Dorms. Was responsible for all the trip we provided our students, including bus transportation.</i>		
<u>Banquet Server</u>	Jackson Catering, CA	
April 2015-June 2017	Supervisor: Heidi Jackson	(323) 732-5400
▪ <i>I work in Fine Caterings for private events. I served and bus my own tables.</i>		
<u>Bartender /Banquet Server</u>	Blue Lake Casino, CA	
October 2013-March 2015	Supervisor: Bethany Dickey	(707) 668-9770
▪ <i>I worked in Fine Caterings. I serve and bus my own tables. I also mixed drinks.</i>		
<u>Tutor</u>	A-plus Educational Center, CA	
July 2011-June 2013	Director: William Oliver	(323) 464-2629
▪ <i>Tutor students in English and Math; K-12</i>		
<u>Retail</u>	Bare Elegance Boutique, CA	
April 2010-October 2011	Head Supervisor: Paola Romero	(323) 461-1096
▪ <i>Responsible of inventory. Able to handle large cash transactions.</i>		
<u>Bartender</u>	Jerry's, NY	
August 2005-August 2007	Manager: Toi Tracy	(212) 608-1700
▪ <i>Hired as a waiter and in less than one year, I got promoted to a bartender</i>		

EDUCATION

- The American Musical and Dramatic Academy- B.F.A. Acting 2011

REFERENCES

Available Upon Request.

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
- 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

i "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

C "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"

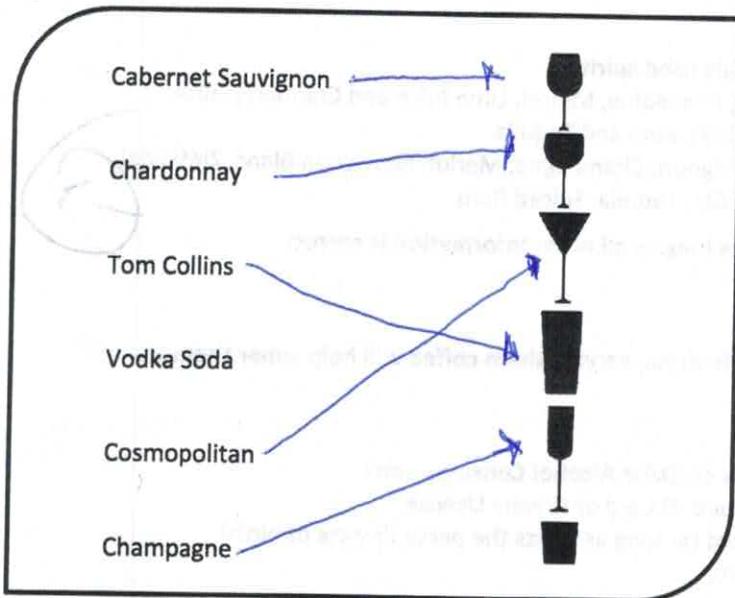
h.) Requesting a separate glass of another drink

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)

Patron (Añejo)

Provide examples of 3 brand name "top shelf" spirits (3 points): Grey Goose, Blue Label, Suntory Yamazaki

What are the ingredients in a Manhattan? Sweet Vermouth, Blended Bourbon, Bitter

What are the ingredients in a Cosmopolitan? Vodka (citrus), triple sec, cranberry, splash of

What are the ingredients in a Long Island Iced Tea? Gin, Vodka, tequila, white whiskey, rum, coke

What makes a margarita a "Cadillac"? the Higher triple sec, Grand Marnier

What is simple syrup? Sugar water that has been dissolved in water

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

No, Alcohol Transfer

What should you do if you break a glass in the ice? have an employee stand next to it or while the other immediately grabs a broom to clean it up

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

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

What are the ingredients in a Margarita? Tequila (blanco), lime juice, triple sec, splash of OJ

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
- J 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
- C 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
- J 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
- J 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

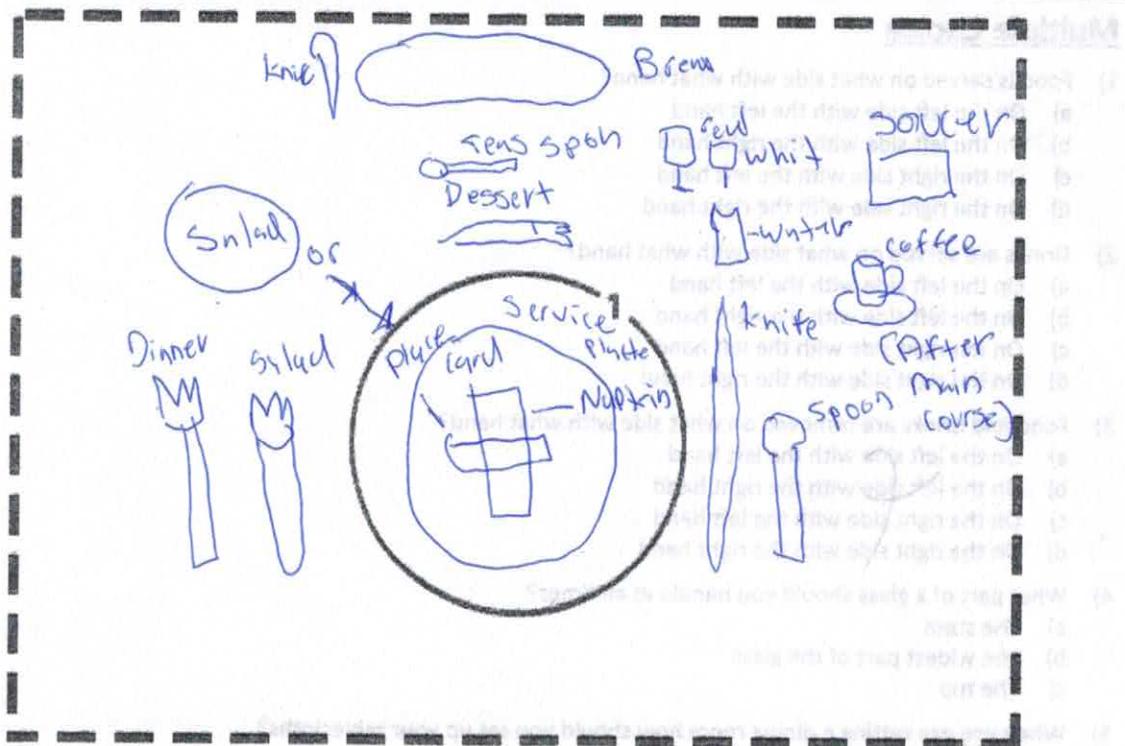
G. Style of dining in which the courses come out one at a time

2970) Millie (1)

Name _____

Servers Test

Score / 35



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 _____ inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? _____

3. Synchronized service is when: _____

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

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

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

Either know in advance before the team meeting, have a sheet with the ingredients or ~~then~~ find out from a Captain