

Hello

I'm Matthew Parker

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Objective

Create a top of the line guest experience that will turn one time guests into regular visitors, while executing various tasks as both a leader and a teamplayer.

Skills

- Excellent communication skills
- Superior multi-tasking skills
- Ability to adapt to any situation
- Various wine/beer/spirit knowledge
- Technical Bilingual ability (Spanish)
- Can retain new information quickly and effectively
- Strong desire to improve in all aspects

Experience

November 2015 - Present

Maggiano's Little Italy, The Grove - *Server/ Bartender*

- Making guests feel special
- Taking orders and upselling
- Assuring food/ drinks are delivered in a timely fashion
- Crafting various drink orders
- Creating relationships with guests
- Maintaining a clean workspace

March 2015 - October 2015

Maggiano's Little Italy, Chicago, Illinois - *Server/ Bartender*

November 2013 - July 2015

Flat Top Grill, Chicago, Illinois - *Supervisor/ Server/ Bartender*

- Creating a one of a kind guest experience
- Managing high volume shifts
- Monitoring Labor
- Checking temps/ quality assurance

- Balancing Drawers
- Closing P&L
- Assessing Inventory and Ordering
- Ensuring restaurant is clean and ready to open for the next day/ next shift
- Crafting various cocktails
- Ensuring Food/ Drink reaches guest in timely fashion
- Maintaining clean workspace

February 2015 - September 2015

Shortstop Lounge, Forest Park, IL - Bartender

- Crafting drink orders in timely fashion
- Creating relationships with guests
- Maintaining clean workspace
- Creating fun/ friendly atmosphere

Education

Fall 2012 - Summer 2013

College of Dupage, Glynn Ellen, Illinois - None

Studied Political Science and Psychology

Fall 2013 - Summer 2014

Triton College, River Grove, Illinois - None

Studied Business finance

Awards/ Achievements

- Academic All- American, Wrestling
- Student Leadership Award, 2014

Can provide references upon request

Thanks for your consideration!

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

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

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 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

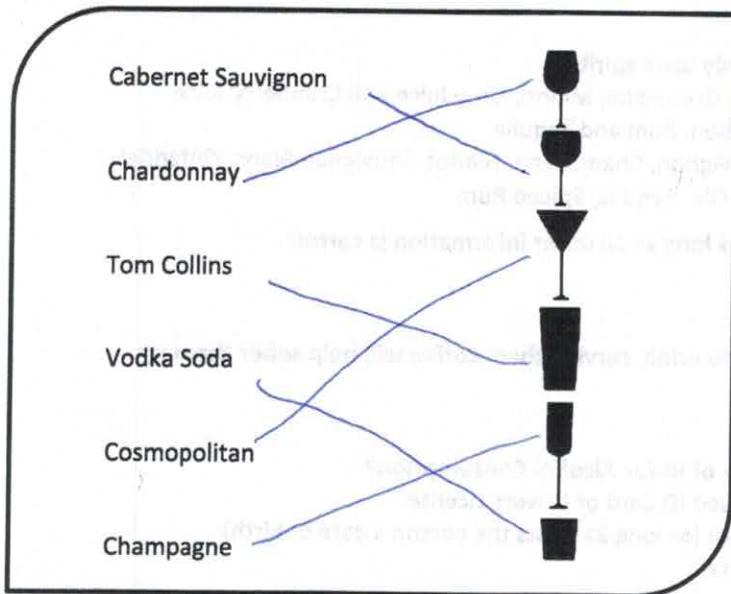
g.) Used on the bar top to gather spills

h.) Requesting a separate glass of another drink

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

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): 1800 Tequila Ketel 1 vodka Hendricks gin

What are the ingredients in a Manhattan? Bourbon, Bitters, Sweet vermouth

What are the ingredients in a Cosmopolitan? Vodka, triple sec, lemon juice, cranberry juice

What are the ingredients in a Long Island Iced Tea? vodka, rum, tequila, gin, triple sec, Sour mix, coke

What makes a margarita a "Cadillac"? Grand marnier

What is simple syrup? water and sugar

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

No it is not legal to ~~marry~~ two bottles of han

What should you do if you break a glass in the ice? Burn out the tub and clean it before continuing

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, lime, triple sec, lime, or Grand marnier instead of triple sec

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*A* Queen Mary*A* Chaffing Dish*G* French Passing*B* Russian Service*E* 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

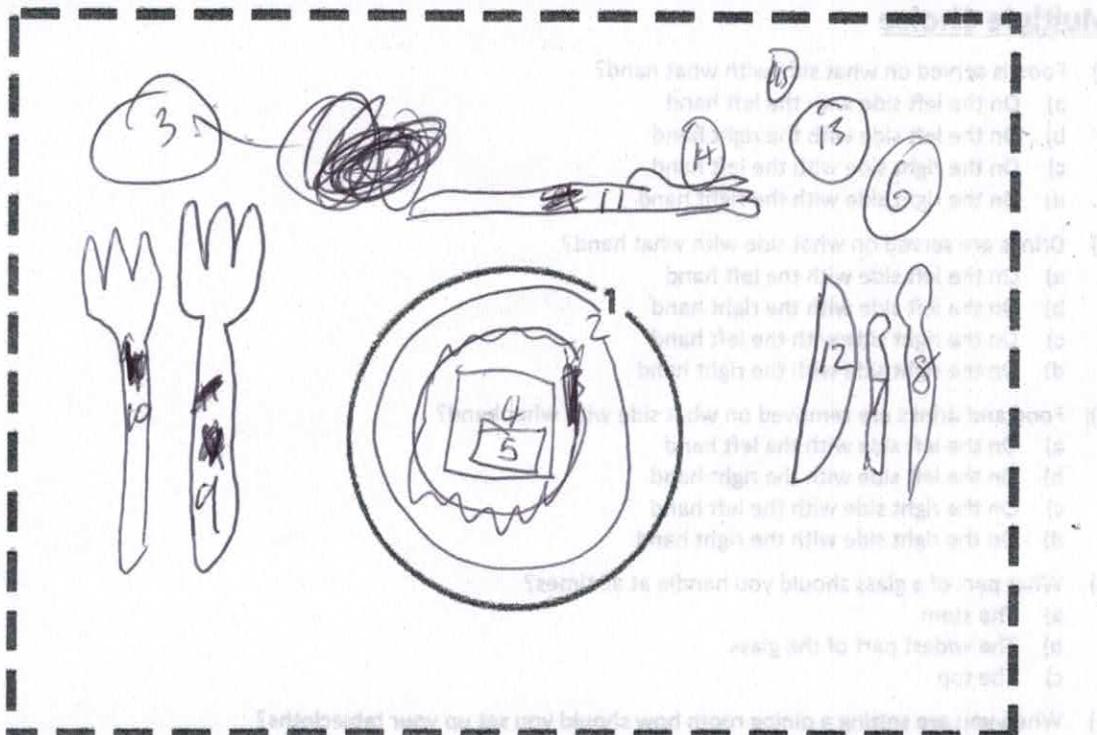
F. Used to open bottles of wine

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

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?

Speak to the expo and see if you can do _____
Accommodate the needs of the guest.