

# Ryan Gunnar Russell

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## Education

### **Creighton University, Omaha, Nebraska**

Bachelor of Arts

Major: Psychology, Minor: Communications

### **Saint Thomas Academy, Minnesota**

May 2011

June 2007

## Experience

### **The Palm Steakhouse**

- Fine Dining server trainer at The Palm Steakhouse providing great service to all customers
- Full Micros knowledge and have worked with Aloha
- Wine knowledge testing once a month with pairings for out Steaks and Lobsters.
- Focusing on up-selling and guest satisfaction with every course.

October 2015 - Present

### **Tom's Urban LA Live**

#### *Floor Manager*

- Responsible for opening and training all staff consisting of over 50 servers.
- Have open communication with Captains about areas of improvement.
- Hold all staff accountable for running and closing side work.

Feb 2014- October 2015

### **University Club**

#### *Bar Manager (Fine Dining)*

June 2011 – December 2013

- Supervision of all FOH staff while providing proper restaurant ambience.
- Liquor and Beer inventory as well as ordering, and create new cocktail menu every 3 months.
- Communicate with BOH to ensure 20-minute ticket times to have proper pacing.
- Provide weekly training on proper vernacular, wine and food presentation and service.
- Manage a staff of on 15+ banquet staff for weddings of 50 to 350 people wedding receptions

### **Pool & Yacht Country Club**

#### *Bartender/ Manager*

May 2004 – June 2011

- Supervised 15-20 wait staff, planned and coordinated events
- Manage ticket times and coordinate with Chef on special programs.
- Led meetings with staff to improve restaurant experience.

## Activities      **Sigma Phi Epsilon Fraternity**

#### *President*

April 2010 - April 2011

- Designed agenda and goals for the year
- Administered fraternity and executive board
- Revitalized member development position
- Facilitated weekly chapter and executive board meetings
- Represented fraternity through direct interaction with Creighton University officials

#### *Vice President of Philanthropy*

April 2009 – April 2010

- Organized volleyball event hosting 300 people and raised \$1,500 for Ronald McDonald House
- Planned “Run With A Heart”, biggest event by a Greek organization at Creighton University
  - Raised \$9,500 for Heart Ministry Center
  - Changed fundraising technique and gained meetings with V.P. Mutual of Omaha that maintained a consistent \$5,000/year donation
  - First year program with no training and created the best philanthropy on campus

## Honors

- Won “Philanthropy of the Year” at Creighton University Greek Awards
- Nominated “Greek Man of the Year” for Creighton University Greek Awards
- Won “Junior of the Year” award from Sigma Phi Epsilon
- Won Theta Phi Alpha “Prince Charming” Award



Multiple ChoiceA

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

C

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 VocabularyE Scullery

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

D 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

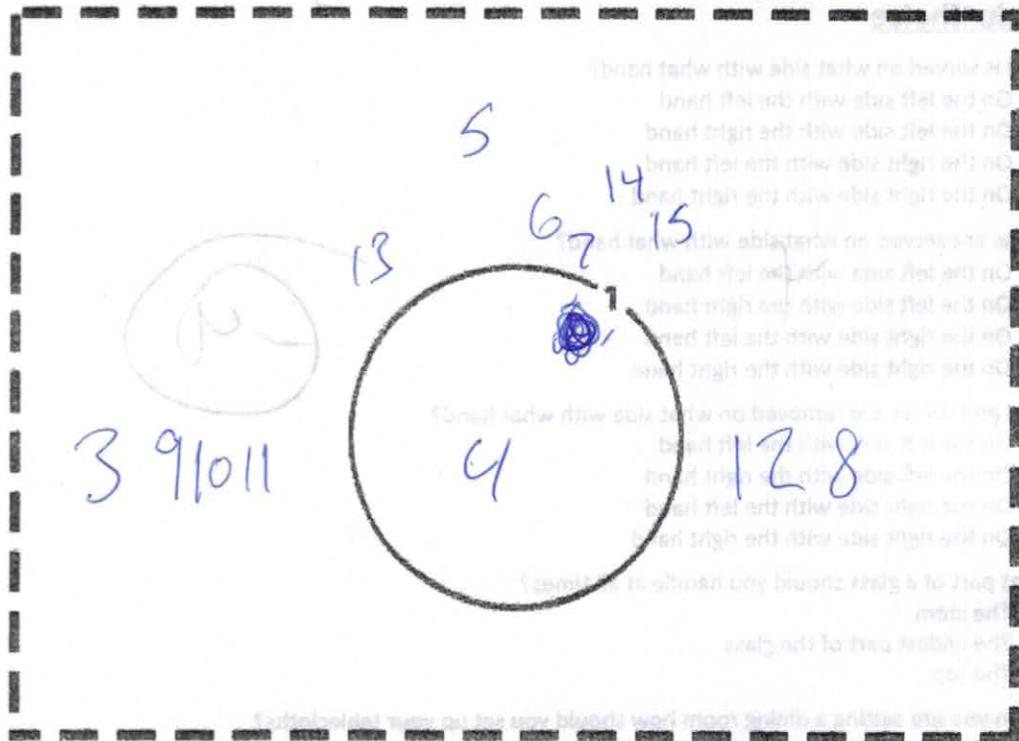
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

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 \_\_\_\_\_ inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? Sugar / Cream

3. Synchronized service is when: The Entire Table is served at once

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

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

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

Make a Note & Inform Expo / Chef

Bartenders Test

B **Multiple Choice** (6 points)

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

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

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

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

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

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

(80/10)

B **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 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

G Bar Mat

g.) Used on the bar top to gather spills

D "Float"

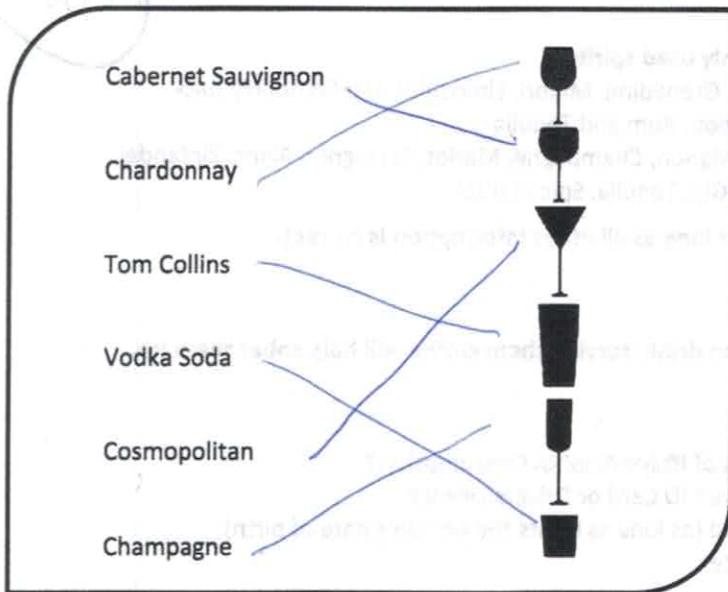
h.) Requesting a separate glass of another drink

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)**

Provide examples of 3 brand name "top shelf" spirits (3 points): Black label, Goose, Hendricks

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

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

What are the ingredients in a Long Island Iced Tea? Gin, Vodka, Rum, Sour, Coke

What makes a margarita a "Cadillac"? Grand Marnier

What is simple syrup? Sugar Water

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

No / jerrying

What should you do if you break a glass in the ice? Mark it with Grease/Drain/Replace

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

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

What are the ingredients in a Margarita? Tequila / triple Sec, simple, sour, oil, Soda, Lime