

Ryan Gunnar Russell

5332 Russell Ave, Los Feliz, CA 90027

Rvrussell22@gmail.com

651-249-8205

Education

Creighton University, Omaha, Nebraska

Bachelor of Arts

Major: Psychology, Minor: Communications

May 2011

Saint Thomas Academy, Minnesota

June 2007

Experience

The Palm Steakhouse

October 2015 - Present

- 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.

Tom's Urban LA Live

Feb 2014- October 2015

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.

University Club

June 2011 – December 2013

Bar Manager (Fine Dining)

- 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
 - o Raised \$9,500 for Heart Ministry Center
 - o Changed fundraising technique and gained meetings with V.P. Mutual of Omaha that maintained a consistent \$5,000/year donation
 - o 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

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

Activities

- First year program with no training and created the best philanthropy on campus
 - Raised a consistent \$5,000/year donation
 - Changed fundraising techniques and gained meetings with V.P. Mutual of Omaha that raised \$2,500 for Head Ministry Center
 - Planned "Run With A Heart" biggest event by a Greek organization at Creighton University
 - Organized volleyball event hosting 300 people and raised \$1,500 for Ronald McDonald House
 - Represented fraternity through direct interaction with Creighton University officials
 - Facilitated weekly chapter and executive board meetings
 - Realized member development position
 - Administered fraternity and executive board
 - Designed agenda and goals for the year
- President**
- Sigma Phi Epsilon Fraternity**
- April 2010 - April 2011

Pool & Yacht Country Club

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

University Club

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

Bar Manager (Fine Dining)

June 2011 - December 2013

- Held all staff accountable for running and closing side work
- Have open communication with Captain about areas of improvement
- Responsible for opening and training all staff consisting of over 20 servers

Bar Manager

Feb 2014 - October 2015

- Focusing on up-selling and guest satisfaction with every course
- Wine knowledge testing once a month with pairing for our Steaks and Lobsters
- Full Minor knowledge and have worked with Aloha

The Palm Steakhouse

- Fine Dining server trainer at The Palm Steakhouse providing great service to all customers

Experience

Saint Thomas Academy, Minnesota

Major: Psychology Minor: Communications

Bachelor of Arts

Creighton University, Omaha, Nebraska

Education

Ryan Gunnar Russell

8335 Russell Ave, Los Feliz, CA 90027

RyanGunnarRussell@gmail.com

561-244-4522

Multiple Choice

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

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

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

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

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

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 dining 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

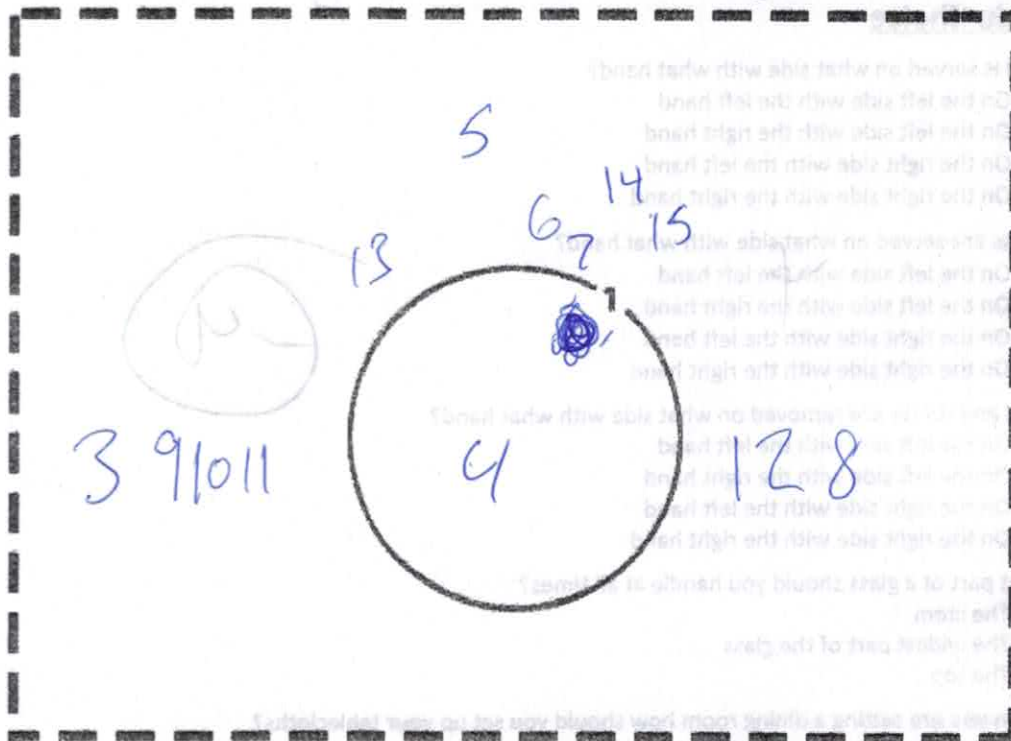
- F Scullery
- DB Queen Mary
- A Chaffing Dish
- B French Passing
- G Russian Service
- F Corkscrew
- C Tray Jack

- 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

Name Ryan Russell

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

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar / cream
- Synchronized service is when: The Entire table is served at once
- What is generally indicated on the name placard other than the name? Entrée
- The Protein on a plate is typically served at what hour on the clock? 3 p
- 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

Multiple Choice (6 points)

- B 1) Carbonation _____ the rate of intoxication.
a) Slows down
b 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 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 b) False
- B 4) If someone has had too much to drink, serving them coffee will help sober them up.
a) True
b b) False
- P 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 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 b) False

(10/10)

Vocabulary (9 points)

Match the word to its definition

C "Straight Up"

F Shaker Tin

J "Neat"

A Muddler

B Strainer

E Jigger

G Bar Mat

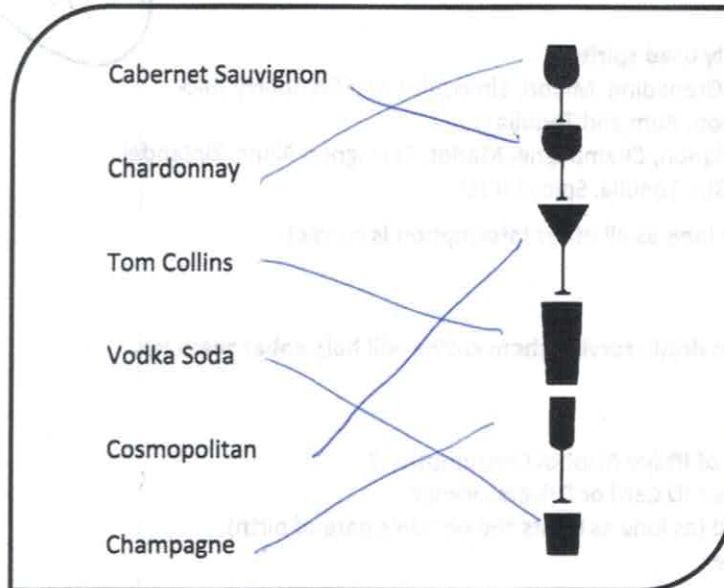
D "Float"

H "Back"

- a a) Used to crush fruits and herbs for craft cocktail making
b b) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured
c c) To serve chilled liquor in a chilled stemmed cocktail glass with no ice
d d) To pour 1/2 oz of a liquor on top
e e) Used to measure the alcohol and mixer for a drink
f f) Used to mix cocktails along with a pint glass and ice
g g) Used on the bar top to gather spills
h h) Requesting a separate glass of another drink
i 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 / carrying

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

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 oi soda lime