

# Robert Roode

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## CAREER OBJECTIVE

Lead Bartender with 10 + years of experience in cocktail preparation and creation. Deep knowledge of craft beers, wine, spirits, cocktails, as well as their optimal food pairings.

## SKILLS

Customer Relations \* POS Systems \* Exceptional Memory \* Menu Creation \* Special Events \* Knowledge of Food Pairing \* Cocktail Preparation \* Upselling \* Excellent Vendor Relations \* Inventory Management \* Efficiency \* multi-tasking \* Teamwork

## RELATED EXPERIENCE

### **Bartender**

10/01/2015 – 02/06/2016

#### **Bogey's Doghouse Bar**

Redondo Beach, CA

(310) 318-6668

- Responsible for Sunday Football promotions.
- Introduced "Sunday Football" promotions building a clientele, doubling the revenue from the previous year.
- Reduced inventory losses by 10% by managing our inventory and estimating product demand according to seasonal trends and popularity.
- Maintained appropriate inventory to overage or depleted stock
- Engaged with customers and provided outstanding service to increase customer loyalty.
- Followed safety, sanitation and legal policies for handling beverages

### **Bartender /Service Bartender**

07/09/2012 -10/15/2013

#### **Riviera Mexican Grill**

Redondo Beach, CA

(310) 540-2501

- Created a welcoming environment for visiting guest and locals alike.
- Utilized knowledge of mixed beverages, specialty liquors and beers to serve customers and provide wait staff with well-prepared drinks in a timely fashion
- Managed bar area
- Marketed and recommended menu options to guest increasing guest satisfaction
- Communicated product knowledge to facility guest decision making.
- Demonstrated flexibility in regards to work assignments and schedules
- Produced and balance daily sales report

### **Bartender**

1/11/2006 – 09/02/2006

#### **Shade Hotel**

Manhattan Beach, CA

(310) 546-4995

- Assigned to work the main bar
- Responsible for setting up and working special events at the Skydeck (rooftop)
- Utilized extensive knowledge of mixed beverages, specialty liquors and craft beers for bar customers and wait staff
- Responsible for nightly breakdown and bi-monthly inventory of the bar and liquor room.
- Demonstrated the ability to multi-task at a fast pace, high volume environment, while dealing with a premium clientele
- Used social networking to bring in revenue and promote the establishment



09/1987 – 01/2001

**Lead Bartender**

**The Strand Supper and Dance Club (closed)**

Redondo Beach, CA

- Responsible for front and back of the house operations to all three bars.
- Trained and managed staff
- Managed cocktail design and menu, inventory, regulation compliance
- Ordered and maintained inventory for bar products, including alcohol, soft drinks and supplies to ensure high volume of daily and weekly sales.
- Provided excellent service along with a large team of trained staff bartenders
- Monitored cash registers
- Produced balanced sales reports

03/1985 -09/1987

**Bartender**

**Red Onion (closed)**

- Hired as a busboy, working my way up to server, bar back and eventually bartender
- Provided excellent service in a fast-paced high-volume environment which included Sunday Brunch, Bar with nightly live music, banquets and private parties.
- Created a welcoming experience for customers by maintaining and friendly and accommodating attitude.

\_\_\_\_\_**REFERENCES**\_\_\_\_\_

Personal and professional references available upon request





Name

Robert Burke**Servers Test****Score / 35****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**D

Scully

E

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

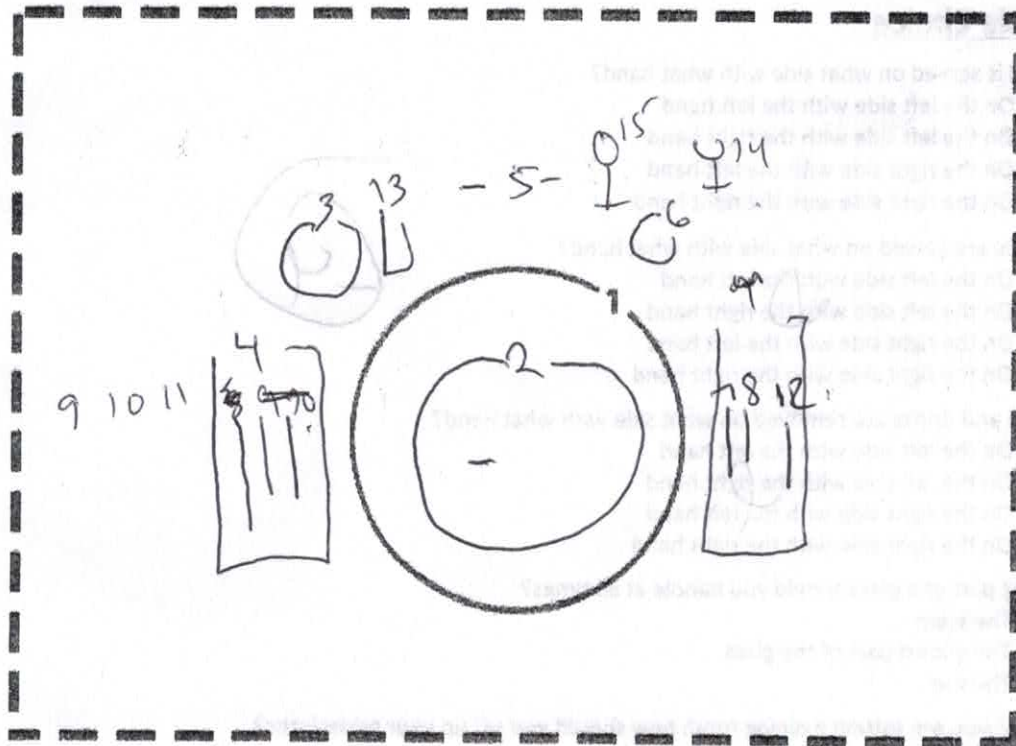
F. Used to open bottles of wine

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

Name Robert Rude

**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 4" inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sweetener and creamer
- Synchronized service is when: Service each course same time for each table
- What is generally indicated on the name placard other than the name? Chair number
- The Protein on a plate is typically served at what hour on the clock? 7
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Ask Supervisor or Chef if guest can be accommodated



**Multiple Choice (6 points)**

- C 1) Carbonation D 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
- C 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

⑦

**Vocabulary (9 points)**

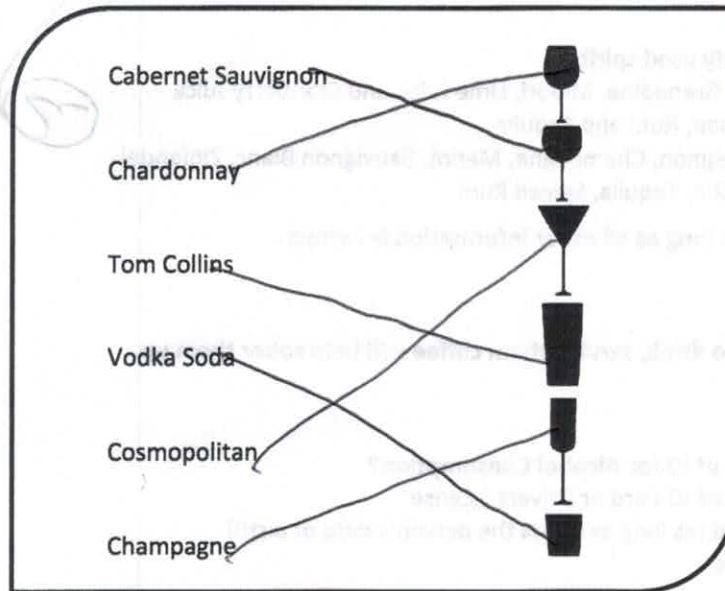
Match the word to its definition

- 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 ½ 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): Belvedere, McCall's, Kettle One

What are the ingredients in a Manhattan? Bourbon & Sweet Vermouth

What are the ingredients in a Cosmopolitan? Vodka, Triple Sec, lemon, square, cranberry

What are the ingredients in a Long Island Iced Tea? Vodka, Gin, rum, tequila, triple, Sweet Sour, coke

What makes a margarita a "Cadillac"? Grenadine

What is simple syrup? Sugar water

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

No Marrying

What should you do if you break a glass in the ice? Change ice immediately

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, Sweet Sour, lime juice, lime Triple Sec,