

Stacey C. Puzach

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Objective

To secure a position within a professional progressive company, utilizing my communication, knowledge, and organizational skills, along with my creative problem solving approach. Ambitious, dedicated, caring and drive to excel. Seeking to apply these skills within an industry where customer service is a priority.

Education

- Vocational Bartending Certificate Program, Cypress College 2017
Vocational Bartending Certificate, Responsible Beverage Service (RBS) Training, Alcohol and Beverage Control (ABC) Training, Bartending Techniques (Behind Bar Experience)
- Alcohol Seller/Server Training Program SB County
- Small Business Management, Fullerton College 2012
- Fullerton Community College (Massage Certificate Program) 2012-2014
648 hours of completed courses
- Legends Hospitality Management, Team Certification Card/Level 2, 2017

Work History

2017-present	Special Event Staffing, Server, Irvine CA
2014-present	Concessions (Cashier, Sales, Stand Lead), Legends, Anaheim CA
2014-present	Licensed Massage Therapist, East Canyon Chiropractic, Yorba Linda CA
2013-2016	Concessions (Cashier, Stand Lead), Honda Center, Anaheim, CA

Skills

- Excellent communication and customer service skills
- Quick learner requiring little supervision
- Outstanding organizational and effective decision making skills
- Strong prioritization skills with an ability to multi-task
- Ability to work well under pressure
- Excellent motivational skills and an enthusiastic team player
- Strong problem solving skills
- Strong work ethic and dedication

References

Maribel Avila, Concessions Supervisor, Legends, Angels Stadium 626-500-5730 cell

Sarah Rosenfelder, Scheduling Manager, Legends, Angels Stadium 714-940-2402 office

Bartenders Test

Score 33 / 35

Multiple Choice (6 points)

- B 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

-2

946/6

Vocabulary (9 points)

Match the word to its definition

C I "Straight Up"

F Shaker Tin

I C "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 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

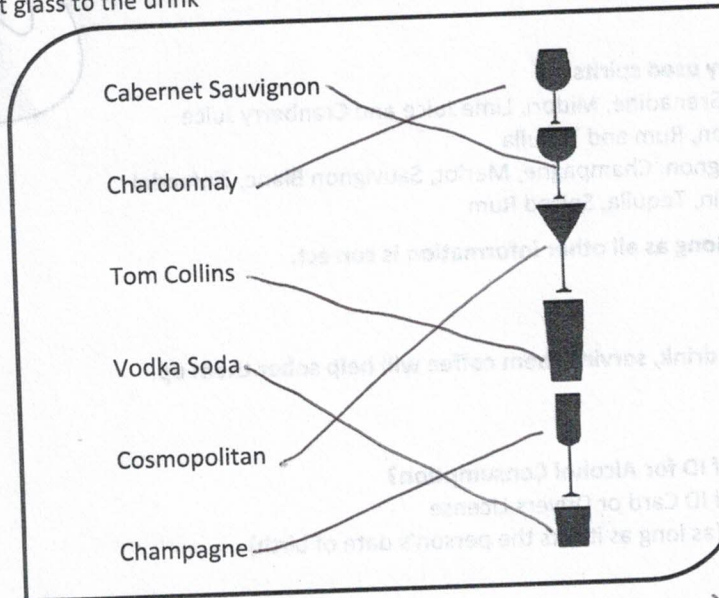
g.) Used on the bar top to gather spills

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



Jack ~~Beau~~ Crown Royal

Jim Beam - Hennessy
Belvedere - Grey Goose, 1800 proof
Margarita
Screwdriver, rum & coke

Answer and Question (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points):

What are the ingredients in a Manhattan? Whiskey, Sweet Vermouth, bitters

What are the ingredients in a Cosmopolitan? Vodka, cranberry

What are the ingredients in a Long Island Iced Tea? Vodka, white rum, gin

(Use top shelf) What makes a margarita a "Cadillac"? Cointreau and triple sec are used

What is simple syrup? Sweetener

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

No, transferring is prohibited

What should you do if you break a glass in the ice? Remove everything clean before

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

What does it mean when a customer orders their cocktail "dirty"? Changing the color using

What are the ingredients in a Margarita? Orange juice, triple sec, sweet & sour

Servers Test

Multiple Choice

- B 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
- 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
- B 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 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

5
85%

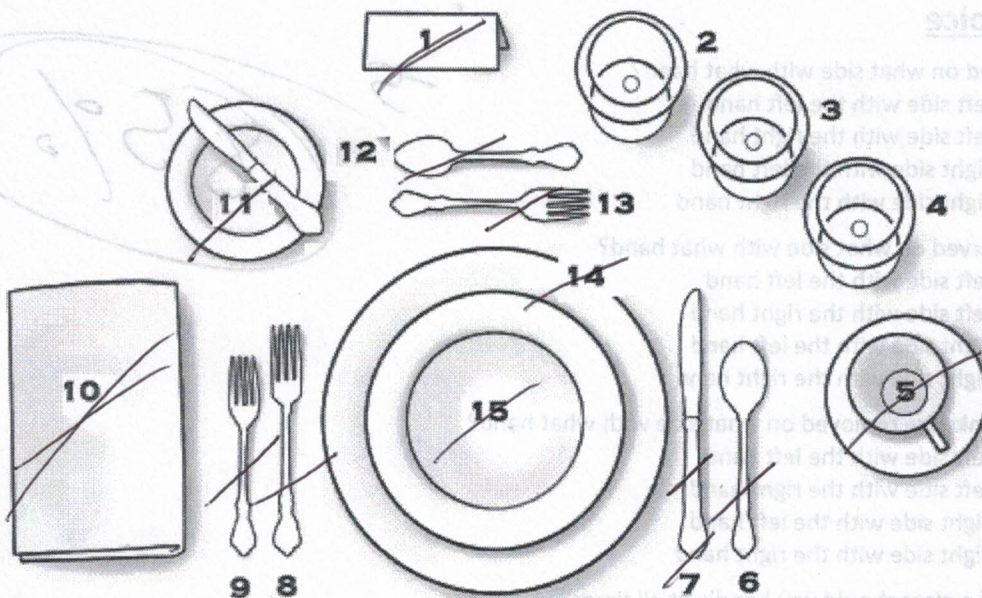
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> 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) |
| <u>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | D. Area for dirty dishware and glasses |
| <u>G</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F. Used to open bottles of wine |
| <u>C</u> Tray Jack | G. Style of dining in which the courses come out one at a time |

Name _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

- | | | | |
|-----------|-----------------------|----------|------------------------------|
| <u>10</u> | Napkin | <u>8</u> | Dinner Fork |
| <u>11</u> | Bread Plate and Knife | <u>5</u> | Tea or Coffee Cup and Saucer |
| <u>1</u> | Name Place Card | <u>7</u> | Dinner Knife |
| <u>12</u> | Teaspoon | <u>2</u> | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| <u>6</u> | Soup Spoon | <u>4</u> | Service Plate |
| <u>15</u> | Salad Plate | <u>3</u> | Wine Glass (White) |
| <u>4</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 2 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Creamer, sugar, hot water
- Synchronized service is when: salad, then dinner
- What is generally indicated on the name placard other than the name? table #
- The Protein on a plate is typically served at what hour on the clock? 12 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
let the chef know