

PATRICIA A. PRATT

PROFESSIONAL SUMMARY:

To obtain a position that will utilize my many skills and continue to develop in a professional environment that will be beneficial to the customer's, business and co/workers. Few of my strength includes my Dependable to get the job done. Also my versatility; willingness to be Crosstrain in other areas as needed. I'm Flexible; as life is very changing and circumstances come up in the workplace. " I can do" attitude is always an asset. I Believe in Demonstrating Professional Etiquette and Outstanding Customer Service in the workplace, starting with having a positive attitude and a winning smile that keep people coming back for more.

SKILLS DEVELOPED:

Time Management (Multitasking), Provide Outstanding Customer Service, Documenting, Learn Quickly Hands On, Flexible, Team Player but can Work Independently with little Supervision, Organizational skills, Self Starter, Manage a Crew, Follow Health and Sanitation Standards, Documenting inventory Count at Start & End of Shift, Computer skills, Monitor people's alertness for intoxication through communication, Handling sales transaction

EDUCATION/TRAINING EXPERIENCE:

- Completed ServSafe California Food Handler Certification (Food Handler's Card)

Through -ServSafe/National Restaurant Association(online) www.Servsafe.com

- Completed Alcohol Seller/Server Training Program (LEAD Certification)

for Licensee Education on Alcohol and Drugs

Through -California Department of

Alcoholic Beverage Control's www.abc.ca.gov

- Completed Responsible Beverage Service Training for Special Events (RBS Certification)

Through -Ventura County Behavioral Health Department

Recognized By The California ABC www.projectsafef.org

- Current Attending for Certification in Mixology for Bartender's

National Bartending School (Thousand Oaks)

Thousand Oaks, CA

- 2006 -Certification by California CNA (Nursing)

Casa Metropolitan Training Center

Fresno, CA

- 2004 -Associate of Science Degree in Computer Desing & Drafting

ITT Technical Institute

Lathrop, CA

- 1994 -High School Diploma

Ventura High School

Ventura, CA

REFERENCES: Provided Upon Request

WORK / EXPERIENCE HISTORY

August 2016 Spectra (Ovations/FanFare) Ventura, Ca

Beer Booths & Concert areas/county fair -Seasonal

- Documenting inventory Count at Start & End of Shift
- Properly ringing up drinks & handling all cash transaction
- Count starting cash & count all cash at the end of the day
- Document all cash at the end of shift against final inventory count to balance out booth
- Properly pouring beer & Tapping kegs
- Customer Service
- Quickly & Efficiently serving each customer
- Checking ID and Monitor peoples alertness for intoxication
- Follow all Laws & Rules

April 2016 to Current Grad Images Southern, Ca

Photographer/ Seasonal

- Customer Service
- Photographing Graduates at their Graduation Ceremony

February 2016 to Current World Wide Photography Southern, Ca

Photographer/ Seasonal

- Customer Service
- Photographing Family's and Children with Santa and Easter Bunny.
- Bunny (Back up)

Aug 2015 to Jan 2016 Express Employment Professionals Thousand Oaks

Warehouse Associate /Temp

- warehouse work
- packaging product for shipment
- food and non food

May 2015 to Aug.2015 Alexis J. Top Shelf Southern, Ca

Barback / Bartender/ Part-time

- Catering Event, Party, Wedding, Banquets
- Keeping work area well stocked & clean
- Backup to the bartender
- Suggest Drinks

February 2014 to Current To Be Photograph Southern,Ca

Photographer/ Owner (Facebook.com/ ToBePhotograph)

- Weddings, Birthdays, Release Parties
- Others: Music CD Covers, Flyers, Apparel
- Some Videography -Documentary filming, Music Video
- 2nd shooter
- Pan, Tilt Camera System with Radio Remote Joystick
- Low Level Lighting

November 2006 to May 2014 Care Meridian Oxnard, Ca

Certified Nurse Assistant

- Provide Care
- Rehabbing Patient with Brain Injuries & Subacute patient
- One on One care
- Teach family how to care for the patient
- Health and Sanitation Standards, using Universal Precaution
- Documenting Daily Activities and any changes with patients
- Backup Dietary Aid/Cook/HouseKeeper

Sept 2006 to Nov 2006 Community Medical Center Fresno, Ca

Certified Nurse Assistant

- Provide Adult Care for long term and short termPatient

March 2006 to Oct 2006 Horizon Health & Subacute Center Fresno, Ca

Certified Nurse Assistant

- Provide Adult Care for long term and short termPatient
- Care for Patient Coming from Hospital for recovery and aid in rehabilitation
- Positioning Resident (Fowler's, Side lying, Supine position) Prevent Pressure Sores
- Follow all Federal & State laws and Keep Patient Information Private
- Over all View: (As a Care Giver which is like a personal assistant helping out with all daily task getting my patient to their apartments on time (ie.. doc. hair. lunch date...) and making or rescheduling for them. Communication with transportation when needed and other more personal care too)

March 2004 to Dec 2005 Metecno API Modesto, Ca

Detail Draftperson

- AUTO CAD 2002 LT
- Reading Structural Steel drawing & Architectural drawing
- *Floor planes, Roof planes, Elevations, & Bolt planes
- Detail panels for: Commercial, Industrial Constructions
(Cold storage, Winery, and Residential houses)
- Customizing standard detail per projectUse of building code to calculate the pull-out values for fastenerWeather seal the building
- Dimension all custom trim for stretch-out values

- Customer Service
- Multi-tasking
- Shop Drawings: Detailed drawings showing profile gauge of interior & exterior sheets, and method of attachment, location of all trim, location and type of sealants and any other details as may be required for a weather tight installation.
- Knowledge of Computer and Microsoft programs, Fax, Copy, Print and Phone Etiquette in a professional environment

April 2002 to March 2004 Raley's Market Manteca, Ca

Deli Clerk

- Provide customer service
- Keeping record of the food temperatures
- Prepare and handle food for large parties stocking products in food case on sales food, keep track of inventory, stocking inventory, unloading bulk up to 45lb off pallets.
- Education in Food Safety & Sanitation Regulation, perform & log; Temp & Tare checks daily.
- Follow all federal, state & local weights and measures.
- Manage time to complete task as necessary
- Awarded for Good Customer service (*secret shopper*)

March 2001 to March 2002 Papa Johns Manteca, Ca

Shift Leader (Manager and Driver)

- Customer service
- Production Control
- Ran a crew of 10 to 15 people
- Delegate and over look all task

April 1995 to Feb 2000 Vons Market Ventura, Ca

Deli Clerk

- Provide customer service
- Manage time to complete task as necessary
- Same job Duty's as Raley's Market.
- Plus these other Jobs & Duty
- Night Stock & Trash Duty Clerk.
- General Merchandise Clerk.
- Bakery Clerk.
- Customer Service Award & Customer Service Rep (*secret shopper*)

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
- A 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
- D 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

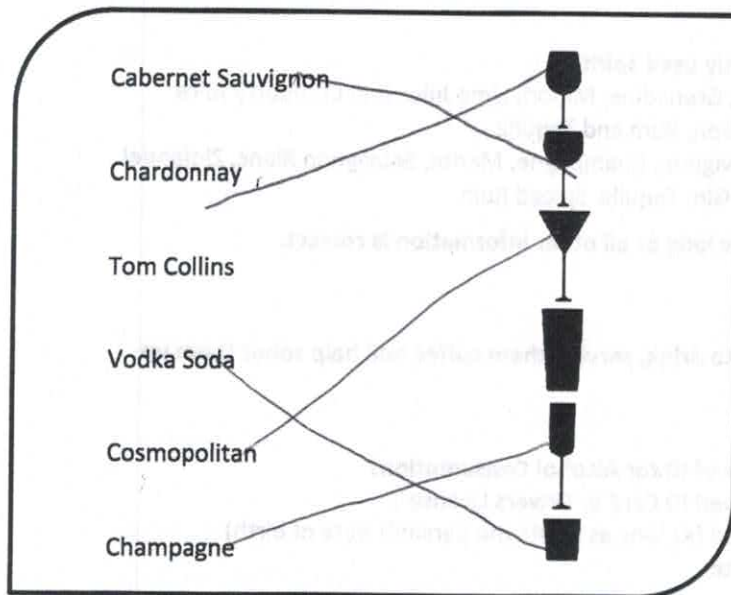
D "Float"

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 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): Cirroc, Cap. Morgan, Jose Cuervo

What are the ingredients in a Manhattan? Red Vermouth, Rye Whiskey

What are the ingredients in a Cosmopolitan? Cranberry, vodka, lime, triple sec

What are the ingredients in a Long Island Iced Tea? Burn, Gin, Vodka, Tequila, Whiskey, Sweet & Sour

What makes a margarita a "Cadillac"? Top Shelf Tequila, Lemon & Lime, Grand Marnier

What is simple syrup? Sorghum water

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

Do not do that!

What should you do if you break a glass in the ice? Melt Ice down, and clean it out

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? Triple Sec, Lemon & Lime, Tequila

1) Food is served on what side with what 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?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

- 4) What part of a glass should you handle at all times?

- The stem
- The widest part of the glass
- 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

Scullery

- A Queen Mary

- 9-C Chaffing Dish

- ### B French Passing

- Russian Service**

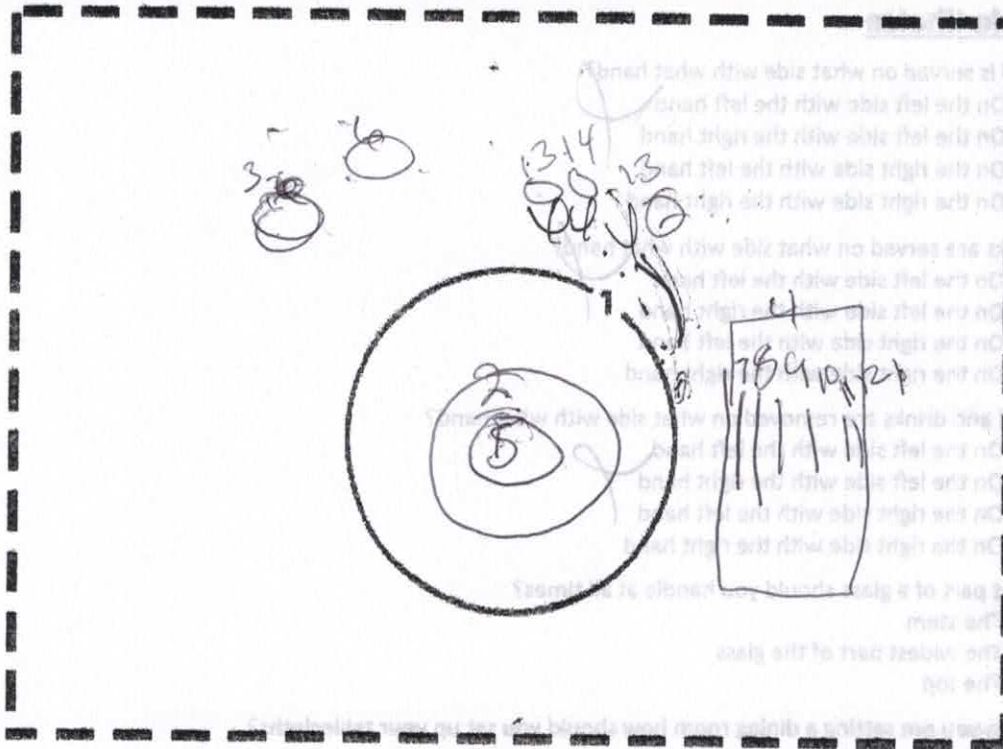
- F Corkscrew**

- 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

- The utensils are placed _____ inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sorger, ~~stir~~ stir stick
- Synchronized service is when: Service everyone together at same time
- What is generally indicated on the name placard other than the name? 517 #
- The Protein on a plate is typically served at what hour on the clock? 8 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Tell the Kitchen