

SUMMARY

Polished professional, Ability to lead by example, strong attention to detail, possesses a knack for understanding procedure. Great time-management and leadership skills.

QUALIFICATIONS

- Consistently maintains a positive attitude and enjoys working with people.
- Accurately record, remember and verbally communicate detailed information.
- Articulate and very effective with people of different backgrounds and temperaments.
- Proven ability to understand complex instructions to successful conclusions.
- A problem solver who quickly grasps complex situations and turns them into manageable tasks.

EXPERIENCE

Eii Image Enterprises – Currently working – 6002 W. Sherman St. Phoenix, Az

Admissions-Sales: Answer phones, Greet guests, Explain Class programs to prospective Students, Enroll Students in Classes, Presentations for prospective students on location.

Cowboy Choi Restaurant – 7133 E. Stetson Dr. Scottsdale, Az. 85251.

Food Server-Serving Guests Food and drinks, Opening duties and closing duties

Haus Murphys Restaurant – 5739 W. Glendale, Glendale Az. 85301

Food Server/Bartender, Serving Guests Food and Drinks, Making Drinks, Opening duties and closing duties.

Russ Lyon Realty Scottsdale – **David Arustamian Realtor** – Scottsdale, Az

Project Appointment Manager

Called on selected neighborhoods to schedule appointments with interested home buyers. Responded to all customer inquiries in a timely manner Maintained friendly and professional customer interactions.

The Inside Coup Magazine – 5111 N. Scottsdale Rd. Ste 202 Scottsdale Az 85250

Account Appointment Manager

Daily cold calls to managers and business owners. Set up appointments for sales representatives to give a magazine presentation for advertisement space. Responded to all customer inquiries in a timely manner.

AminoGenesis Skin Care – Headquarters Irvine, Ca.

Global Sales Manager

Managed a large portfolio of accounts, Worked insides and outside sales, Cold Calls, Process Orders, answered email inquiries, trainings on new products and formulations, packaging, Negotiated and closed contracts, Trade Show Events and Traveled.

Education: Platt College – Associates Degree

Community/ Co-Curricular Contributions: Volunteer at Cardinal Stadium for Charity / Volunteer Charity Bike Events / Volunteer HorseTraining Stables for all ages and disabled.

Bartenders Test

Score / 35

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

Vocabulary (9 points)

Match the word to its definition

C "Straight Up"

a.) Used to crush fruits and herbs for craft cocktail making

F T "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"

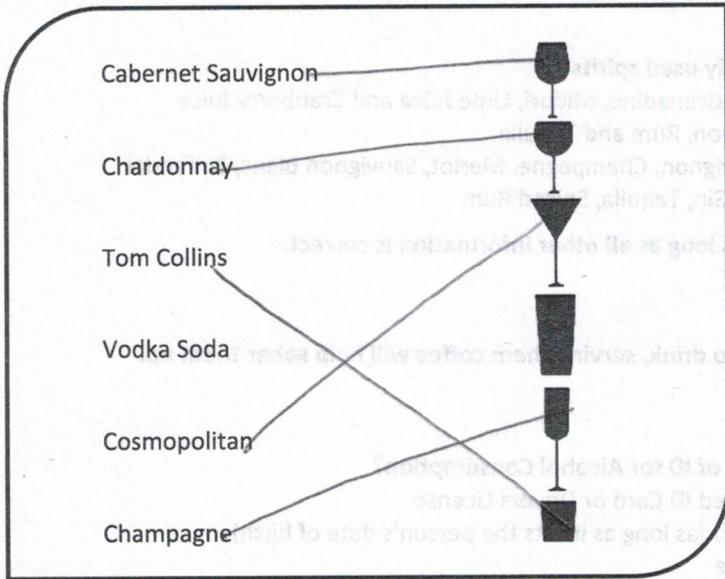
h.) Requesting a separate glass of another drink

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): Greygoose, Patron, Belvedere

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

What are the ingredients in a Cosmopolitan? Vodka, triple sec, cranberry juice, Gin, Triple sec, sweet n sour

What are the ingredients in a Long Island Iced Tea? Gin, Vodka, Triple sec, sweet n sour

What makes a margarita a "Cadillac"? Top shelf Teq, Grandmarnier, Sweet n sour

What is simple syrup? goes in a drink to sweeten

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)
No

What should you do if you break a glass in the ice? Through the Ice out, get new Ice.

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? Teq, Triple sec, sweet n sour

Servers Test

Multiple Choice

C 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

b 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

A 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

A 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 Scullery

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

E 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

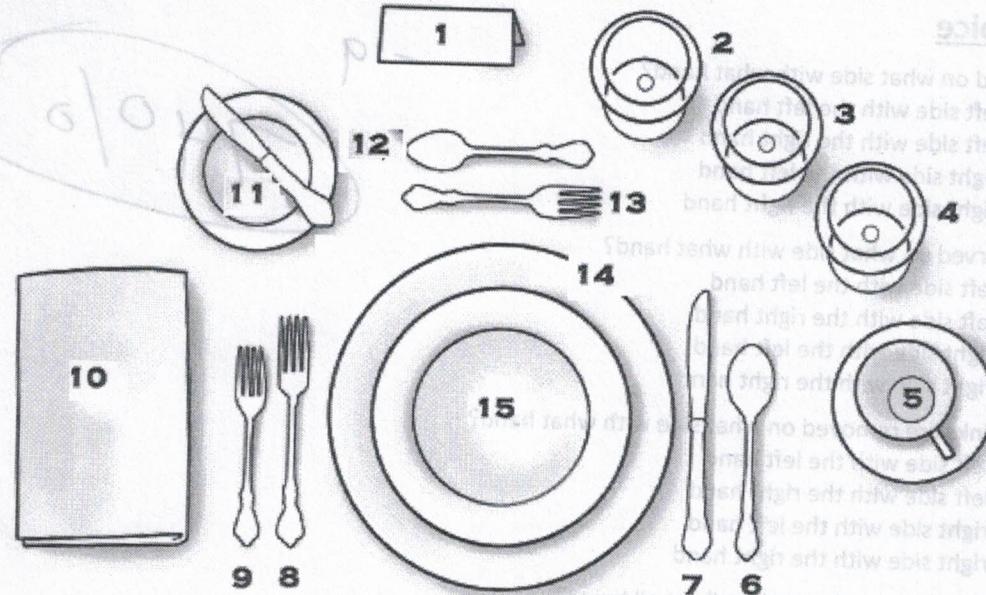
C Tray Jack

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

Name _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

10	Napkin	8	Dinner Fork
11	Bread Plate and Knife	5	Tea or Coffee Cup and Saucer
1	Name Place Card	1	Dinner Knife
12	Teaspoon	2	Wine Glass (Red)
9	Dessert Fork	13	Salad Fork
6	Soup Spoon	14	Service Plate
15	Salad Plate	3	Wine Glass (White)
4	Water 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 & creamers
3. Synchronized service is when: in order
4. What is generally indicated on the name placard other than the name? Event choice of meal
5. The Protein on a plate is typically served at what hour on the clock? 12 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Check with the chef or event coordinator.