

# IVAN R. PANTOJA

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## OBJECTIVE

Seeking a position of utilizing my skills and abilities with growth potential, long term stability, in supportive work environment. I am honest with a focus on customer service and a goal of customer's satisfaction.

## EXPERIENCE

### Bartender

Ciscos Mexican Restaurant  
*January 2017-July 2017*

- Ensure that customers receive an efficient and prompt service
- Promote bar events, weekly deals, and trivia game nights
- Consistently keep the bar clean and sanitary in compliance with bar
- Verify guests' identification for legal age requirements

### Bartender

La Veros Mexican Seafood & Bar  
*January 2015-July 2017*

- Assisting the customers needs and offering my recommendations
- Mixing, garnishing and upselling drinks
- Keeping the bar organized, stocked and clean
- Maintain the bar record and place orders well in advance
- Arrange the bar and make it look captivating

### Assistant Manager

Shiekh Shoes  
*January 2014-July 2014*

- Assisted the store manager with store operations, inventory, as well as merchandising.
- Trained and mentored Sales Associates in product knowledge, add-ons, upselling, and customer hospitality
- Informed all customers on our store sales, new arrivals as well as limited seasonal attire and accessories
- Always maintaining an appealing and organized store appearance.

## EDUCATION

- **Food Handler Safety Card**
- **TAM Card** Certified as Server/Seller
- **International Bartenders School**  
-Certificate as Qualified Mixologist, 40 hours of training,

## SKILLS

- Goal Orientated, honest and reliable, strong work ethic, people skills, technical skills, interpersonal skills, as well as bilingual in Spanish.



**Bartenders Test**

**Score** / 35

**Multiple Choice** (6 points)

5 1) Carbonation \_\_\_\_\_ the rate of intoxication.  
a) Slows down  
b) Speeds up  
c) Does nothing to

5 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

5 3) You can accept an expired ID as long as all other information is correct.  
a) True  
b) False

5 4) If someone has had too much to drink, serving them coffee will help sober them up.  
a) True  
b) False

5 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

5 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 Shaker Tin

b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

H "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

S Strainer

e.) Used to measure the alcohol and mixer for a drink

J Jigger

f.) Used to mix cocktails along with a pint glass and ice

B Bar Mat

g.) Used on the bar top to gather spills

F "Float"

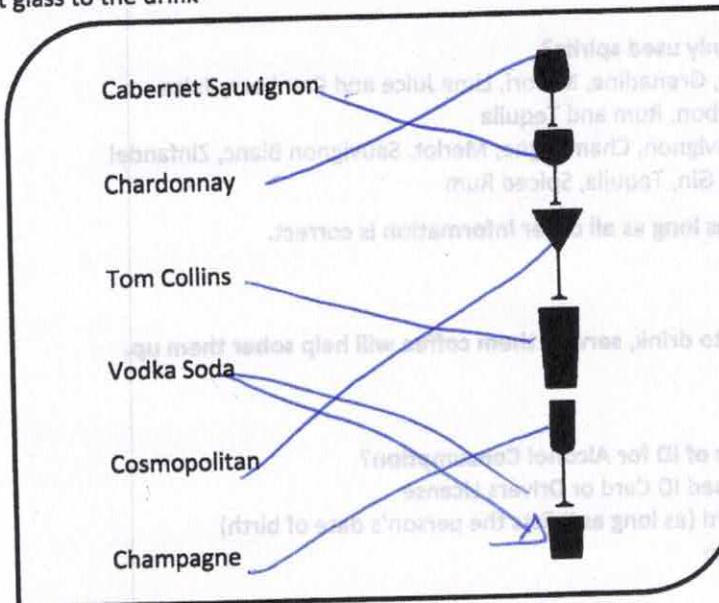
h.) Requesting a separate glass of another drink

X "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):

Casa Amigos, 1942, Remy Martin

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

What are the ingredients in a Cosmopolitan? Cranberry, Lime juice, triple Sec, Vodka

What are the ingredients in a Long Island Iced Tea? Vodka, rum, gin, Triple Sec, coke, Sweet and Sour

What makes a margarita a "Cadillac"? Tequila, Triple Sec, Sweet and Sour / overall "Wind Mixture"

What is simple syrup? Simply Sugar Water

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? empty and clean Ice Bin

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

What does it mean when a customer orders their cocktail "dirty"? With olive juice

What are the ingredients in a Margarita? Tequila, Triple Sec, Sweet and Sour

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

8 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 dinning 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

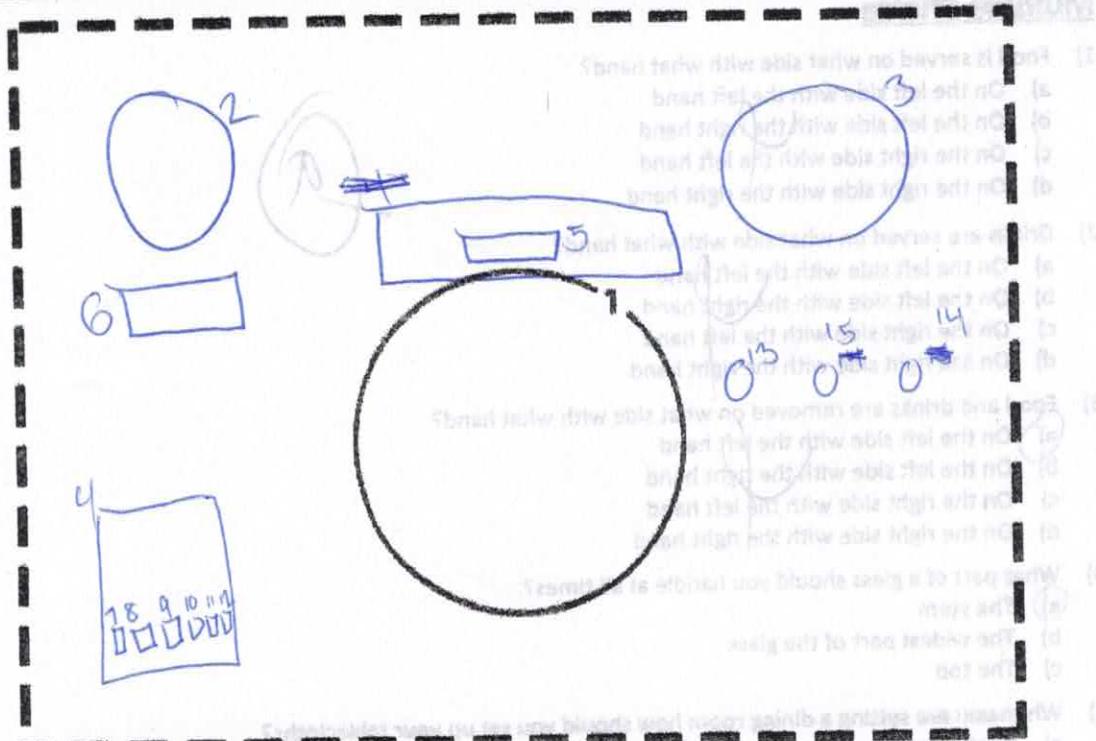
A Scullery  
C Queen Mary  
E Chaffing Dish  
B French Passing  
V Russian Service  
F Corkscrew  
D Tray Jack

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
2. Salad Plate
3. Bread Plate & Knife
4. Napkin
5. Name Place Card
6. Tea/Coffee Cup & Saucer
7. Teaspoon
8. Soup Spoon
9. Salad Fork
10. Dinner Fork
11. Dessert Fork
12. Dinner Knife
13. Water Glass
14. Red Wine Glass
15. White Wine 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? \_\_\_\_\_ *Sweetners / DAIRY*
3. Synchronized service is when: \_\_\_\_\_ *When Server, Runner, have the same mindset, same place*
4. What is generally indicated on the name placard other than the name? \_\_\_\_\_ *Picture of how many*
5. The Protein on a plate is typically served at what hour on the clock? \_\_\_\_\_ *12*
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? \_\_\_\_\_ *Upsell the dish*