

Joseph Scielzi

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Objective

To use my years of customer service experience to provide the guests with an enjoyable and memorable time.

Qualifications

- Excellent customer service skills/ people skills
- Independent, well organized, and neat worker
- Hardworking, manage my time well and detail oriented
- Always willing to learn new things
- Professional appearance and attitude
- Team player

Employment History

USC Galen Center, Los Angeles CA Banquet bartender and server	2016-Present
Red Eye Grill, New York City, New York Private dining/ events server and bartender	2015-2016
Choice, New York City, New York Banquet bartender and server	2012-2016
Bridgewaters, New York City, New York Banquet server	2012
Shutters on the Beach, Santa Monica, CA Banquet bartender and server	2010-2011
The London Hotel, West Hollywood, CA Banquet server and bartender	2008-2010
Hotel Sofitel, Los Angeles, California Banquet bartender and server	2006-2008

The Galaxy Bar, Los Angeles, California
Bartender

2006-2010

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

Vocabulary (9 points)

Match the word to its definition

C "Straight Up"

F Shaker Tin

I "Neat"

A Muddler

B Strainer

J Jigger

G Bar Mat

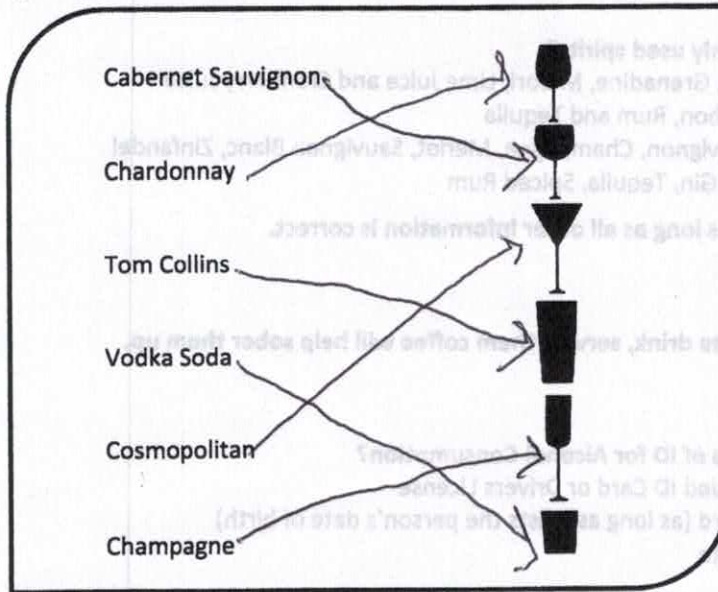
D "Float"

A "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):

Patron, Ketel 1, Meyer's

What are the ingredients in a Manhattan?

Sweet Vermouth, Bourbon or Whiskey,

What are the ingredients in a Cosmopolitan?

Drop bitters, + cherry Vodka, triple sec, lime juice,

What are the ingredients in a Long Island Iced Tea?

Cranberry juice + lime wedge Vodka, gin, tequila, rum, triple

What makes a margarita a "Cadillac"?

Sec, sour's, coke, lemon wedge Add 9 1/2 oz float Grand Marnier

What is simple syrup?

Sugar dissolved in 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 it & clean the bin.

When is it OK to have an alcoholic beverage while working?

Never.

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

Add olive juice.

What are the ingredients in a Margarita?

Tequila, triple sec, lime juice
Lime wedge & ask if they want salted rim.

Multiple Choice

- A 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
- D 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
- D 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
- 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

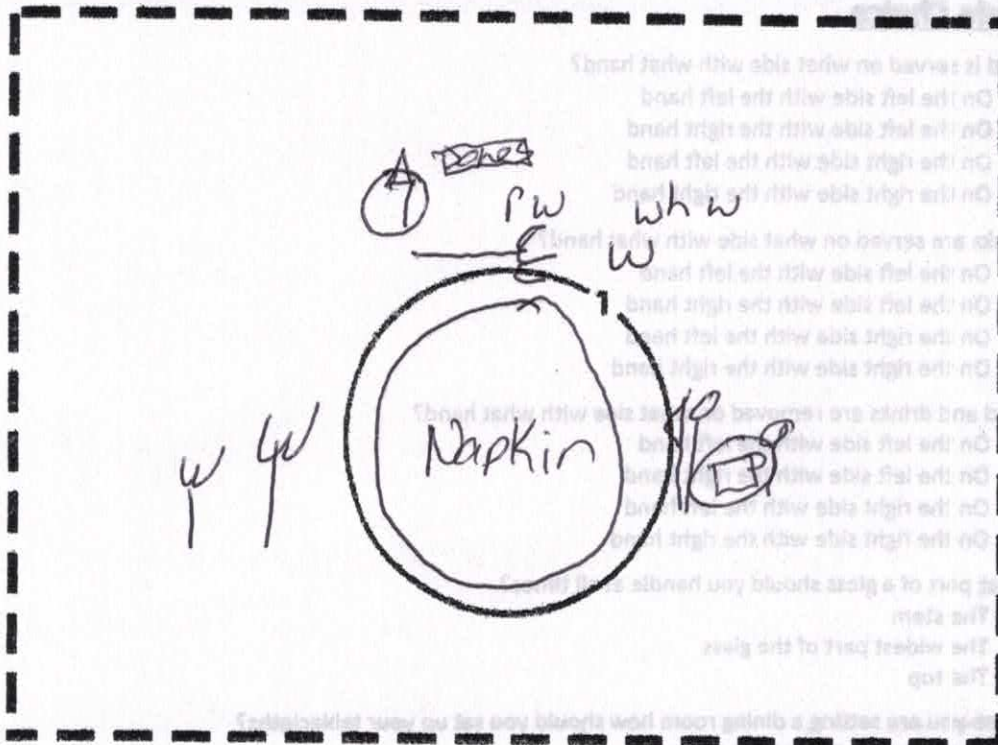
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | <u>B</u> 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 | <u>C</u> Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | <u>D</u> Area for dirty dishware and glasses |
| <u>G</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | <u>F</u> Used to open bottles of wine |
| <u>C</u> Tray Jack | <u>G</u> 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 I use 1 thumb nail inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sweetener, hot water (tea) lemon, honey
- Synchronized service is when: Bring 3 plates each & drop food at same time
- 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? 60
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Speak to the Captain