

## **Joseph Scielzi**

**6737 Denny Avenue #42**

**North Hollywood, CA 91606**

**Cell: 323-443-4592**

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



The Galaxy Bar, Los Angeles, California  
Bartender

2006-2010



B  
**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

B  
**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

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

A "Back"

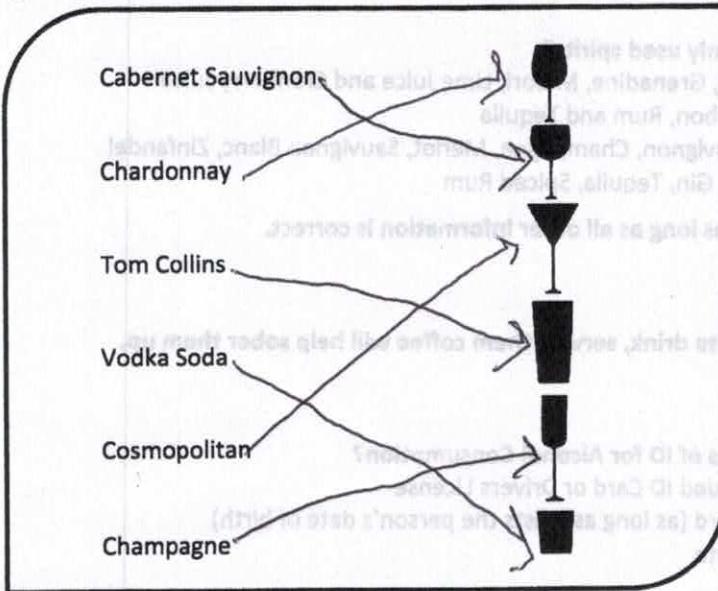
i.) Means to serve spirit room temperature in a rocks glass with no ice

**Bartenders Test**

**Score** / 35

**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):

Potran, Kahlua, Meyers

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

Drop bitters, + Clermont

What are the ingredients in a Cosmopolitan? Vodka + triple sec, lime juice, cranberry juice + lime wedge

What are the ingredients in a Long Island Iced Tea? Vodka, gin, tequila, rum, triple sec, sour, coke, lemon wedge

What makes a margarita a "Cadillac"? Add a 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, Mixing

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.

Name

Joseph Scieghi

**Servers Test**

Score 135

**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

D 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 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**

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

K 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

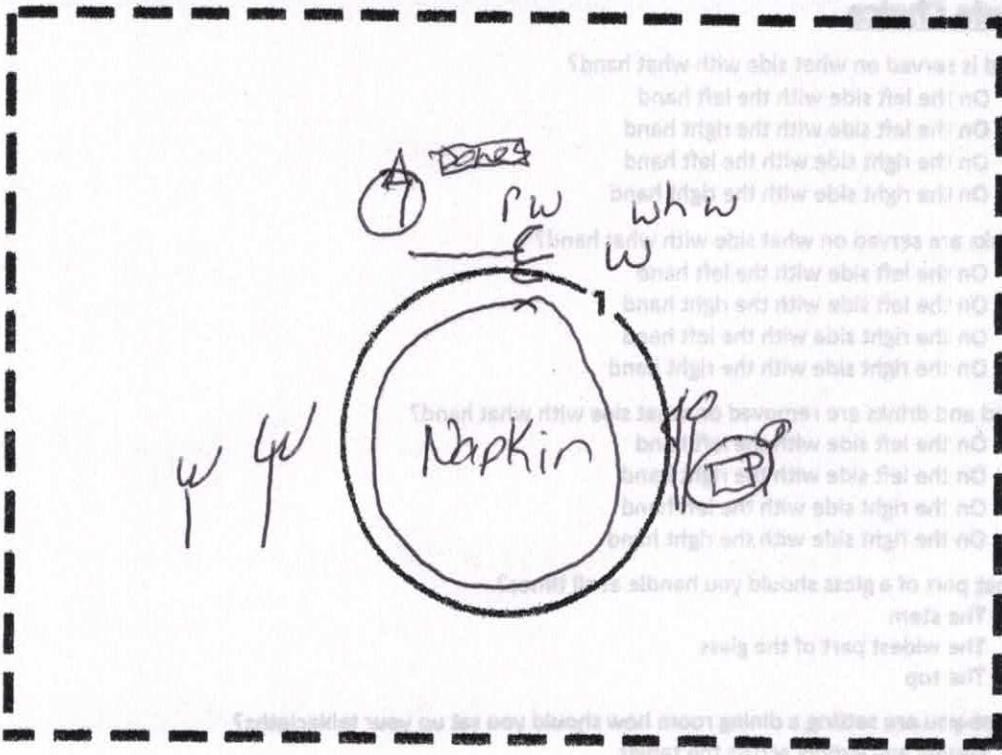
C Tray Jack

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

Name \_\_\_\_\_

**Servers Test**

Score / 35



**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**

1. The utensils are placed I use 1 thumb nail inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? Sweetner, hot water (tea) Lemon, honey

3. Synchronized service is when: Bring 3 plates each & drop food

at same time

4. What is generally indicated on the name placard other than the name? Table #

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?

Speak to the captain