

## Servers Test

### 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
- C 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
- 2 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
- 1 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

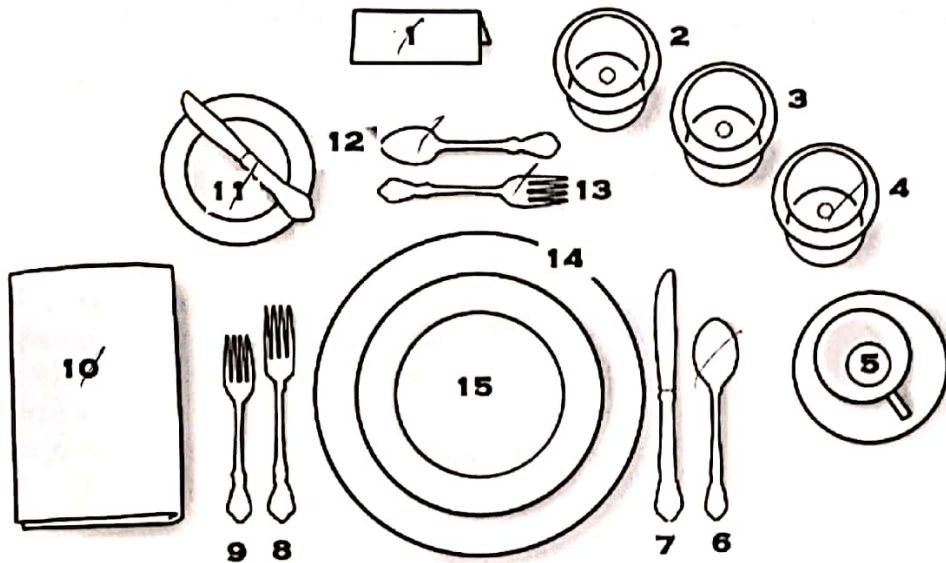
### Match the Correct Vocabulary

- |                          |  |
|--------------------------|--|
| <u>E</u> Scullery        | <input checked="" type="radio"/> A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>D</u> Queen Mary      | <input checked="" type="radio"/> 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) |
| <u>A</u> Chaffing Dish   | <input checked="" type="radio"/> C. Used to hold a large tray on the dining floor  |
| <u>B</u> French Passing  | <input checked="" type="radio"/> D. Area for dirty dishware and glasses  |
| <u>G</u> Russian Service | <input checked="" type="radio"/> E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>F</u> Corkscrew       | <input checked="" type="radio"/> F. Used to open bottles of wine   |
| <u>C</u> Tray Jack       | <input checked="" type="radio"/> G. Style of dining in which the courses come out one at a time  |

Name Pablo Hernandez

**Servers Test**

Score / 35



**Match the Number to the Correct Vocabulary**

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>2</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>4</u>	Water Glass		

**Fill in the Blank**

- The utensils are placed 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar, milk
- Synchronized service is when: \_\_\_\_\_
- What is generally indicated on the name placard other than the name? allergies, and suggestions
- The Protein on a plate is typically served at what hour on the clock? \_\_\_\_\_
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
inform chef

# Pedro Hernandez

2185 Station Village Way Apt 6429 | 786-365-4864 | pedroher90@gmail.com

Looking for the position of bartender/server where my experience in the restaurant industry, customer friendly attitude, and attention to detail will help provide the restaurant or bar with a positive and warm environment.

## Skills & Abilities

- ❖ Fluent in English and Spanish
- ❖ Experience in high volume environment
- ❖ Full knowledge of liquors, beer & wine
- ❖ Serve-safe trained
- ❖ Five years of experience handling money
- ❖ Reliable transportation to work
- ❖ Strong work ethic and stamina

## Experience

### ❖ Naiyara

April 2016- Dec 2016

- ❖ Food Runner

### ❖ Zuma

Feb 2014 – April 2016

- ❖ Trainer
- ❖ Expo/Food runner

### ❖ Sushi Sake

Jan 2012- Feb 2014

- ❖ Bartender
- ❖ Server

## Education

- ❖ 786 Bartend Academy  
115 N 21 ST Hollywood, FL 94565

October 2014

- ❖ Miami Dade College Wolfson Campus  
300 NE 2<sup>nd</sup> AVE Miami, FL 33633

August 2010-2012

**Multiple Choice (6 points)**

- C 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

- |                        |   |
|------------------------|---|
| <u>C</u> "Straight Up" | <del>a)</del> Used to crush fruits and herbs for craft cocktail making                                      |
| <u>F</u> Shaker Tin    | <del>b)</del> Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>I</u> "Neat"        | <del>c)</del> To serve chilled liquor in a chilled stemmed cocktail glass with no ice                       |
| <u>A</u> Muddler       | <del>d)</del> To pour ½ oz of a liquor on top   |
| <u>B</u> Strainer      | <del>e)</del> Used to measure the alcohol and mixer for a drink   |
| <u>E</u> Jigger        | <del>f)</del> Used to mix cocktails along with a pint glass and ice   |
| <u>G</u> Bar Mat       | <del>g)</del> Used on the bar top to gather spills  |
| <u>D</u> "Float"       | h.) Requesting a separate glass of another drink  |
| <u>M</u> "Back"        | <del>h)</del> Means to serve spirit room temperature in a rocks glass with no ice                           |

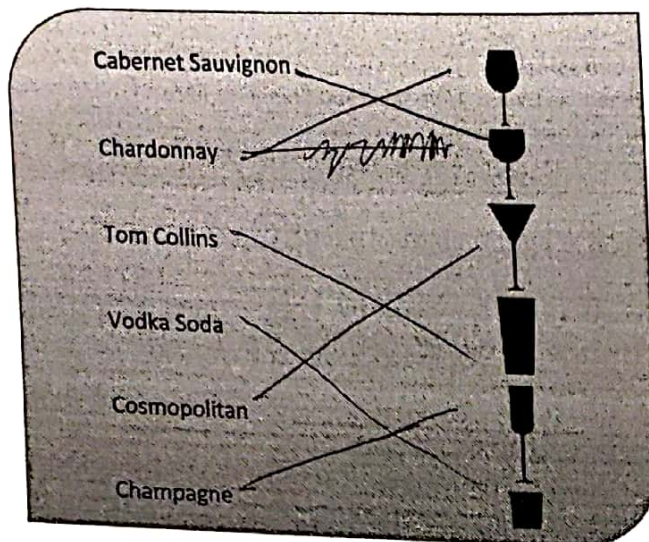


## Bartenders Test

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):

Patron Silver, Don Julio 1942, Ketel one vodka, Belvedere

What are the ingredients in a Manhattan?

Rye/corn whiskey, red vermouth, angostura bitters

What are the ingredients in a Cosmopolitan?

vodka (citrus), triple sec, cranberry juice

What are the ingredients in a Long Island Iced Tea?

Vodka, Gin, Rum, tequila, triple sec, soda

What makes a margarita a "Cadillac"?

a splash of Grandmarnier

What is simple syrup?

a liquid sugar (sweetener/more alcoholic)

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

Yes

What should you do if you break a glass in the ice?

Remove the ice, replace with new

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

Never

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

to add olive juice

What are the ingredients in a Margarita?

tequila, triple sec, lime juice, lemon juice, simple syrup, salt rim, lime.

## Pedro P Hernandez Jr

2173 camino Del Este apt 6429  
San Diego, CA 92108  
(786) 365 - 4864

### Skills

- Excellent time management skills
- Effective problem solver
- Adherence to high customer service standards
- Customer-focused
- Skilled Trainer
- Knowledge in cocktails
- Money handling
- Strong work ethic
- Speak english and spanish

### Experience

Dec 2017 - Present

#### **Vicjas Casino, Alpine - *Locale Restaurant Server***

- Forbes training certified
- Helped open this restaurant including moving tables and all set ups
- Greeted guest in a timely and professional manner
- Provided our guest with information about my restaurant including food and beverages
- Wine trained to pair with of food and compliment
- Dealt with a lot of cash and credit transactions including available comps and discounts guest had available
- As well served as my own busboy and helped clean and reset tables for faster turnarounds
- Helped expo and run food

Mar 2017 - Dec 17

#### **Kinoyume, La Jolla- *Server***

- Helped open this restaurant
- Greeted guest as they arrived with a professional and friendly attitude
- Trained some of our employees, having knowledge in Japanese food and sake

Feb 2017 - Jan 2018

#### **My Bartender, San Diego - *Head Bartender***

- Greeted guest in a timely and professional manner
- Waited on multiple guest throughout the bar area.
- Received beverage orders from wait staff and delivered beverages to guest.
- Maintained full knowledge of beverages and list and promotions.

Dec 2016- Mar 2017

### **Acrobat Staffing, San Diego, CA**

- Bartend - Served mixed cocktails, wine or beers at events and banquets
- Server - Brought guest food, and drinks to table while keeping tables clean for great customer service.

Marc 2016 - Dec 2016

### **Naiyar, Miami, FL - Server/Bartender**

- Trained all new and upcoming employees bartenders/servers
- Greeted guest on a timely manner, while providing exceptional customer service
- Provided guest with knowledge of the menu and offering specials for food/drinks
- Ran food and drinks to my tables and others as we worked as a team.

Nov 2012 - Mar 2016

### **Zuma, Miami, FL**

- Trainer - Trained all new employees from bussers, servers, and management with knowledge of food including allergies, and cocktails
- Food runner- Took food to correct tables and explained ingredients of dish
- Server- Greeted guest upon sitting offered beverages, while explaining a little about the restaurant between our courses and how tapas style worked.

Dec 2011 - Nov 2012

### **Sushi Sake, Miami FL - cook/busser/server**

- Cook - trained by sushi chef on how to cut and prep all fish, nigiri, rolls and sushi rice.
- Busser - Pre bussed tables changed plates, refilled waters, cleared tables and reset for desert. Helped run food.
- Server - Greeted guest at tables while explaining our dishes and specials of the day, and of course catch of the day.

### **Education**

Miami Dade College 2007

**Florida career College - Medical assistant**

Booker T Washington Sr High 2006

### **Awards**

Employee of the year at Zuma

Certified Trainer

Certified Fobes