

# Samuel Clement

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66 Brock Lane, Ventura, CA, 93001

## OBJECTIVE

To ensure and execute a positive contribution to customer experiences in a quality service-oriented environment.

## EXPERIENCE

*Catering Server & Bartender, The French Gourmet, San Diego, CA* 03/2017 - PRESENT

- Actively supporting management in critical decision-making and event planning
- Mentoring new team members to learn processes and responsibilities for proper and punctual BOH and FOH set ups, and sequential course serving
- Loading company trucks while reviewing and assuring accurate inventory for specific events

*Food & Drink Runner, Lazy Dog Restaurant, Oxnard, CA* 09/2016 - 02/2017

- Preparing plates to be presented and delivered to correct tables
- Multitasking to increase greater work function
- Ensuring my coworkers aren't overburdened

*Server & Bartender, Burgundy Lion Pub, Montreal, QC, Canada* 09/2014 - 08/2016

- Creating new drink recipes for weekly and monthly seasonal cocktails
- Strengthening whiskey knowledge by participating in tastings hosted by ambassadors of major distilleries in the UK and examinations created by management
- Fulfilling tasks to keep the bar clean and floor representable

*Outbound Collection Agent, NCO Financial Group, Montreal, QC, Canada* 03/2013 - 07/2014

- Negotiate and problem solve to find solutions for clients' needs
- Creating confidence in our clients and showing I value them through active listening and paraphrasing
- Educate clients on features designed to help them achieve their financial goals

*Server & Bartender, Irish Embassy Pub & Grill, Montreal, QC, Canada* 04/2012 - 01/2013

- Discovering clients' wants and needs
- Satisfying customers and exceeding their expectations
- Establishing and building rapport with customers to create and maintain loyalty

## EDUCATION

Ventura High School, Diploma, 2010

Currently studying for Level 1 Sommelier and Cicerone certification

**Bartenders Test**

**Score / 35**

**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"

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"

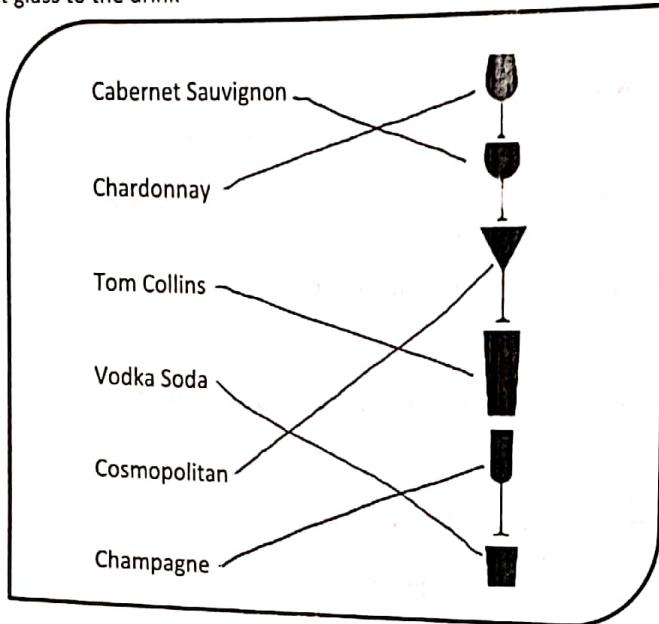
h.) Requesting a separate glass of another drink

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): Cognac, Brandy, Bourbon

What are the ingredients in a Manhattan? rye whiskey, sweet vermouth, dash of angostura bitter, 1 maraschino cherry

What are the ingredients in a Cosmopolitan? vodka, cranberry and lime juice, triple sec, orange twist + garnish

What are the ingredients in a Long Island Iced Tea? rum, gin, tequila, vodka, triple sec, sour mix, coca-cola, lime for garnish

What makes a margarita a "Cadillac"? Cointreau or Grand Marnier

What is simple syrup? A lot of sugar mixed with water

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

In California, it's illegal. Marrying the bottles!

What should you do if you break a glass in the ice? Immediately, remove the ice, rinse the container/sink, wipe the area where the glass broke, replace new ice. Or, tell your bartender

When is it OK to have an alcoholic beverage while working? No

What does it mean when a customer orders their cocktail "dirty"? Depends on the drink. For a martini, it's more olive juice. Other cocktails, could be stronger alcohol, double the booze, etc.

What are the ingredients in a Margarita? tequila, lime juice, triple sec

**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

A

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 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

G Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

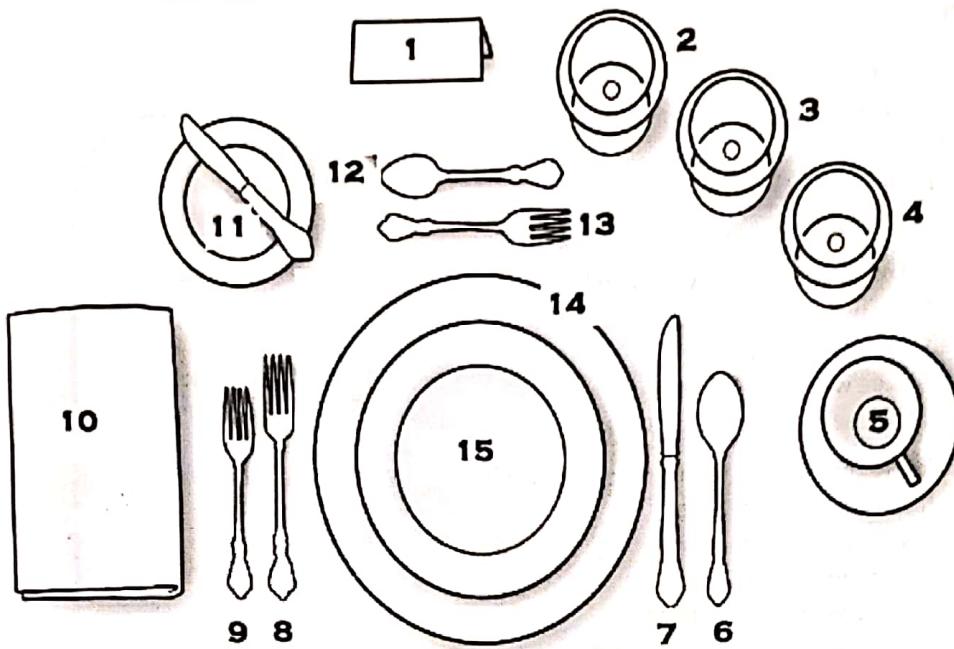
F Corkscrew

F. Used to open bottles of wine

C Tray Jack

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

**Servers Test**



**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**

1. The utensils are placed 1 or 2 inches inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? milk, cream, sugar/sweetener
3. Synchronized service is when: Appetizer and entrée plates are delivered in a table-to-table order, Pouring wine and water in a table-to-table order.
4. What is generally indicated on the name placard other than the name? Specified group of people
5. The Protein on a plate is typically served at what hour on the clock? 6 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Inform the chef