

Michael Wood
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303.332.9168
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OBJECTIVE To find a job that is challenging and provides growth and advancement

EXPERIENCE

- Currently enrolled at San Jacinto College Central working on my Associates Degree in Computer Science. Will then be transferring to U of H for Bachelor's Degree in Information Technology.
- Accustomed to working unsupervised in a rapidly-paced environment.
- Excellent communication skills, maintain positive relations with staff and customers in high-volume, fast-paced operations. Collaborate well with others to produce positive results.
- Proven ability to handle currency and financial transactions accurately, resolve discrepancies promptly. Organized and well-focused in completing tasks.
- More than fifteen years in food service operations; assist in staff hiring, training, and validating.
- Over 10 years in IT industry including Network Operations, Web Design and Hosting, PC support and Exchange Services.
- Enthusiastic and able to communicate effectively, creative and easily adapted to changing situations
- Knowledge in Uverse and Direct TV Setup
- Extensive background in Microsoft Windows, Network Setup, Wireless Setup and Configurations.
- TABC Certified, ServeSafe Certified.
- MCP
- Disabled Veteran

EMPLOYMENT Pappasites Houston, Tx 02/17 - Present

Server/Bartender

- Provide A+ service to guest, inform guest of food and beverage features
- Work in a fast paced busy environment, we are located in Hobby Airport on the international side
- Train new employees on food and drink knowledge as well as use on the POS system

JWTC Inc. Baton Rouge, La 10/16 - 2/17

Independent Contractor

- Help with the rebuild and relief efforts caused from the floods
- Replacement of electrical, plumbing, drywall and flooring to get families back into their houses
- Carried out task on scopes of work provided by supervisors and adjusters

AT&T Houston, TX 04/16 - 10/16

Premise Technician

- Installation of UVerse TV, Internet, Phone Service and Direct TV
- Troubleshoot and solve problems associated with outages and client error
- Climb telephone and extension ladders to reach pedestals and string new cable runs
- Interact with clients on a daily basis on where to install equipment, any current problems with existing services, operation of equipment and answer any questions or concern

Grizzidi's Baybrook Mall Friendswood, TX 02/16 - 10/16

Bartender

- Use of Aloha POS System
- Take orders in a fast-paced full-service environment and ensure accuracy
- Train new employees on bar setup and breakdown, menu items and use of POS

Cullen's Upscale American Grill Houston, Tx 04/12 - 10/15

Lead Bartender

- Use of Maitre d POS System
- Take orders in a fast-paced full service environment and ensure accuracy
- Bartend or serve banquets from 2 to 200 people

24-7 In-Touch / Netflix Denver, Co 12/11 - 3/12

CSR

- Help with setup of new customer accounts, explain services offered
- Assist with payment problems
- Troubleshoot and assist with NRD problems

Royal Gorge Tavern Denver, Co 09/11 - 12/11

Bartender / Waiter

- Performed bar and restaurant opening and closing duties
- Created drinks to order of guest as well as crafted specialty drinks

XO Needle Bar / Pizza Republica / Jet Ent. Denver, Co 10/09 - 9/11

Trainer / Waiter / Bartender / Shift Manager

- Promoted to Bar Manager at XO, transferred to Pizza Republica when XO closed
- Quickly became Lead Trainer of FOH and promoted to Shift Mgr
- Performed opening and closing duties as waiter, bartender and Shift Mgr

Hyatt Regency Denver, Co 11/08 - 10/09

Banquet Bartender / Cocktail Server

- Setup single or multiple bars for parties of 15 to 1000's of people
- Prepped fruit and mixers, checked out liquor, beer, sodas and juices, prepared count sheet at end of function
- Handled cash and ticket transactions

Food Team Denver, Co 12/08 - 10/09

Banquet Bartender / Banquet Waiter

- Setup event areas for bars, line serving, buffets and table-side service
- Setup for various events as "Holiday and Private Parties, Concerts, Mystery Theater, Etc."
- Extensive cash handling
-

Prestige Corporate Relocation Denver, Co 04/07 - 11/08

Installer / Driver / Project Lead

- Assembled office furniture, cubicles and wall tracked furniture as per clients request also made modifications to existing layouts
- Ran job assignments as Project Lead, interacted with clients directly
- Drove 23' ft bobcat truck to and from client's sites

TGI Fridays Aurora, Co 02/06 - 02/07

Trainer / Bartender / Cocktail / Waiter / Key Manager

- Trained new bartenders on proper opening and closing procedures as well as cocktail and mixer recipes
- Great knowledge on preparation of specialty cocktails as well as request from guest
- Worked swing shifts as Key Mgr providing assistance to other employees with ringing up orders, voids, comps and other daily duties

BJ's Restaurant and Brewery Houston, Tx 08/05 – 02/06

Trainer / Bartender / Cocktail / Waiter / Floor Supervisor

- Provided new employees with proper procedures FOH and BOH setup for daily operations
- Remarkable ability with talking to others and to convey information efficiently and to give full attention to what others are saying and taking time to understand the points being made
- Worked nights as Floor Supervisor to provide assistance to FOH and BOH

TGI Fridays Houston, Tx 03/03 – 04/05

Trainer / Bartender / Cocktail / Waiter / Key Manager

- Conducted orientation classes for new employees and provided hands-on-training of menu items, drink recipes and company expectations
- Uncommon sense of actively looking for ways to help people, strong sense of being aware of other employee's strengths and weaknesses
- Exceptional ability to provide top of the class customer and personal service

EDUCATION

- Houston Community College Houston, Tx

Culinary Arts 89 - 92

- Southern Methodist University Bellaire, Tx

MCSE Certification 98 - 2000

- Currently enrolled in San Jacinto College

Associates Degree in Computer Science

Current GPA 4.0

Will be transferring to University of Houston to pursue Bachelors

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Your Hospitality Staffing Professionals

Employment Application

Acrobat Outsourcing is an equal opportunity employer dedicated to non-discrimination in all employment practices. Acrobat Outsourcing selects the best qualified individual for the job based on job-related qualifications regardless of race, age (40+), color, religion, gender, national origin, ancestry, marital status, sexual orientation, disability or any other status protected by applicable law.

PLEASE PRINT

Full Name Michael W. Wood Date: 1/30/18
 Home Telephone (303) 332-9168 Other Telephone ()
 Present Address 1330 Sulphur ST Houston, TX 77034
 Permanent Address, if different from present address:
 Email Address mikedwood@hotmail.com

EMPLOYMENT DESIRED

Position applying for: BARTENDER Salary desired: OPEN
 Are you currently registered with any staffing and/or employment agencies? If so, please list

Are you applying for: Full-time work? Yes No Part-time work? Yes No

Temporary work, e.g., summer or holiday work? Yes No From: _____ To: _____

How did you find out about our open position? (Please check fill in proper name of source):

Referral Name of Referral _____ Newspaper Job Fair Agency Company Website

Other Web Posting Other Source

Could you work overtime, if necessary? Yes No If hired, on what date could you start working? OPEN

Please keep in mind that schedules and shifts may vary depending on position and season. Additionally, the hours may vary from week to week, depending on the company needs. Please list only the times/days you're available to work below.

SPECIFY HOURS AVAILABLE	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
DAILY							
AM	7am	X	X	X	7am	7am	7am
PM	9pm	X	X	9pm X	12am	12am	12am

Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates:

PERSONAL INFORMATION

Have you ever applied to or worked for Acrobat Outsourcing before? Yes No If yes, when? _____

Do you have friends or relatives working for Acrobat Outsourcing? Yes No If yes, please state name and relationship

If hired, would you have a reliable means of transportation to and from work? Yes No

If hired, can you present evidence of your legal right to live and work in this country? Yes No

State age if you are under 18 _____. If you are under 18, hire is subject to verification that you are of minimum legal age to work.

Are you able to perform the essential functions of the job for which you are applying? Yes No

If no, describe the functions that cannot be performed. (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.) _____

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Pursuant to any and all Fair Chance Ordinances, we will consider for employment qualified applicants with arrest and conviction records.

EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
SAN JACINTO COLLEGE	PASADENA, TX	4.0	STILL ENROLLED
Do you have any special licenses, certificates or special training? If so please list under "Special".		YES	NO
Are you computer literate? If so, list software knowledge under "Special."		YES	NO
Are you proficient with Point of Sales Systems? If so please list which ones under "Special."		YES	NO
Do you have any other experience, training, qualifications or special skills, which you feel make you especially suited for work at Acrobat Outsourcing? If so, please list under "Special."		YES	NO
Special: WINDOWS AND APPLE ENVIRONMENTS, OFFICE PRODUCTS, ALOHA, ONE TOUCH, POSIMACH OVER 15 yrs OF BARTENDING EXPERIENCE, CULINARY DEGREE			

EMPLOYMENT HISTORY

List below all present and past employment starting with your most recent employer (last 10 years is sufficient). Account for unemployment periods of three months or more.

Are you currently employed? Yes No If so, may we contact your current employer? Yes No

Name and Address of Employer Pappasitos Hobby Airport

Type of Business RESTAURANT Telephone No. (713) 644-0318 Supervisor's Name AARON

Your Position and Duties SERVER Setup RESTAURANT For Daily Business, TAKE AND
ENTER ORDERS CART ONLY

Dates of Employment: From 2/17 To 1/18

Reason for Leaving: NOT ENOUGH SHARS

Name and Address of Employer JWTC

Type of Business CONSTRUCTION Telephone No. (979) 665-5516 Supervisor's Name RICK BURGE

Your Position and Duties HELPED WITH THE FLOOD RELIEF EFFORTS IN BATON ROUGE
MANAGED A CREW OF SIX

Dates of Employment: From 10/16 To 2/17

Reason for Leaving: FEMA SHUT PROJECT DOWN

Name and Address of Employer AT&T

Type of Business TELECOM Telephone No. (713) 726-6245 Supervisor's Name RUBEN BENAVIDES

Your Position and Duties INSTALL, CONFIGURE AND TROUBLESHOOT PHONE AND INTERNET SERVICES

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Dates of Employment: From 04/16 To 10/16

Reason for Leaving: WENT TO BATON ROUGE FOR WORK

Name and Address of Employer Grimaldi's

Type of Business RESTAURANT Telephone No. (832) 978-3548 Supervisor's Name DeQuanta Dunn

Your Position and Duties SET UP LINE FOR DAILY OPERATIONS, PREP FRUIT, TAKE AND ENTER ORDERS IN A TIMELY FASHION

Dates of Employment: From 2/16 To 10/17

Reason for Leaving: MY AT&T JOB TOOK PRIORITY

Have you ever been fired from any previous place of employment? If so, please explain: NO

MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes No ✓
If so, describe: _____

JOB RELATED REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: Craig Prejice Telephone No. (713) 975-6082

Address 5815 NESTHEMER

Occupation: GM Relationship: old Gal Number of Years Acquainted: 3

Name: Steve Orlando Telephone No. (713) 540-2788

Address 11500 Space Center Blvd

Occupation: past manager Relationship: Past Mgr Number of Years Acquainted: 5

Name: Nikki Vaughn Telephone No. (281) 838-7525

Address Bay City

Occupation: work for Exxon Relationship: Co-Worker Number of Years Acquainted: 5



Please Read Carefully, Initial Each Paragraph and Sign Below

MW

I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

MW

I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

MW

I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

MW

I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

MW

Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

I hereby acknowledge that I have read and understand the above statements.

Applicant's Signature

Date

1/30/18

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"

F ✓ Shaker Tin

N ✓ "Neat"

A ✓ Muddler

B ✓ Strainer

E ✓ Jigger

G ✓ Bar Mat

D ✓ "Float"

H ✓ "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 $\frac{1}{2}$ 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

Interview Note Sheet

Applicant Information

Name: <u>michael wood</u>	Interviewer: <u>Aleny 28j</u>
Date: <u>1/30/18</u>	Rate of Pay:
Position(s) Applied for: <u>Bartender</u>	Referred by:

Test Scores					
Server	/35	%	Bartender	/35	%
Prep Cook	/15	%	Barista	/15	%
Grill Cook	/40	%	Cashier	/15	%
Dishwasher	/10	%	Housekeeping	/16	%

Seeking:

- Full-Time
- Part-Time

Relevant Experience & Summary of Strengths

20+ years of experience
 - manage bars
 - Front of the house
 - Culinary degree

Total of 20+ in Food Service/Hospitality
 - hardworker
 - quick learner
 - always on time
 - Leader
 - loves working in
 a restaurant
 industry.

P.O.S. Experience: Y / N details: _____

Transportation

Car Public Transit Carpool (Rider / Driver)

Regions Available to work:

SF City	SF North	SF Peninsula	East Bay	Outer East Bay
San Jose	South San Jose		SJ Peninsula	<u>Southwest</u>

Certifications (if any)

TIPS Serv-Safe LEAD Other TABC Will Submit

Availability

Open AM only PM only Weekdays only Weekends only

Details: Monday, Tuesday, wednesday - can't work

Uniforms Owned:

Bistro Black Bistro Tuxedo 1/2 Tuxedo Black Vest Long Black Tie

Chef Coat Chef Pants Knives Black Pants Non-Slip Shoes Bow Tie Other: _____

Would you recommend this applicant for Acrobat Academy?

Convention Candidate?

Other Languages Spoken: