

# Andrea Billow

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## Summary Of Qualifications

Enthusiastic entertainment professional skilled at effectively connecting with audiences, executing promotions, and enhancing the customer experience. Reliable with an uplifting attitude, proficiency in detail, and eloquent communication skills. Ability to work well in fast paced environments. TIPS and ServSafe certified.

## Industry Experience

**08/2009 – 01/2018    The Machine Shop Concert Lounge    Bartender    Flint, MI**

- Meet and exceed sales goals in a fast paced environment
- Develop positive relationships with customers, sound/lighting techs and performers
- Prepare, serve and suggest a wide variety of craft beer and mixed drinks
- Promotion of various craft beers and liquors
- Promotional model for merchandise line

**02/2011 - 06/2014    Buddha's Bar & Grill    Bartender    Fenton, MI**

- MLBA - TAM Certified Bartender
- Prepare food and drinks.
- Operate lottery machine
- Use of social media to find new and engaging ways to interact with customers
- Developed warm relationships with customers and encouraged them to return
- Saturday Night DJ for dance and karaoke

## Education

**06/2011 – 12/2012    Specs Howard School of Media Arts    Southfield, MI**

- Radio & Video Diploma
- Awarded Academic Distinction, Most Entertaining On-Air Personality, Above and Beyond the Call of Duty, and Highest GPA – 3.80

**08/2003 – 06/2006    Mott Community College    Flint, MI**

- Associates In Arts
- Communications Technology
- Studied Broadcasting, Marketing and Advertising

## Other Experience

**11/2013 – 01/2018    101.5 FM WWBN    On-Air/Promotions    Flint, MI**

- Captivate radio listeners with lively, interesting, relevant show material
- Interact with promoters to create unique promotions for live events for many stations
- Energetically connect with audience at events
- Effective branding through social media and attractive set up at live broadcasts
- Conduct interviews both on air and on site



**Multiple Choice**

- D 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
- B 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**

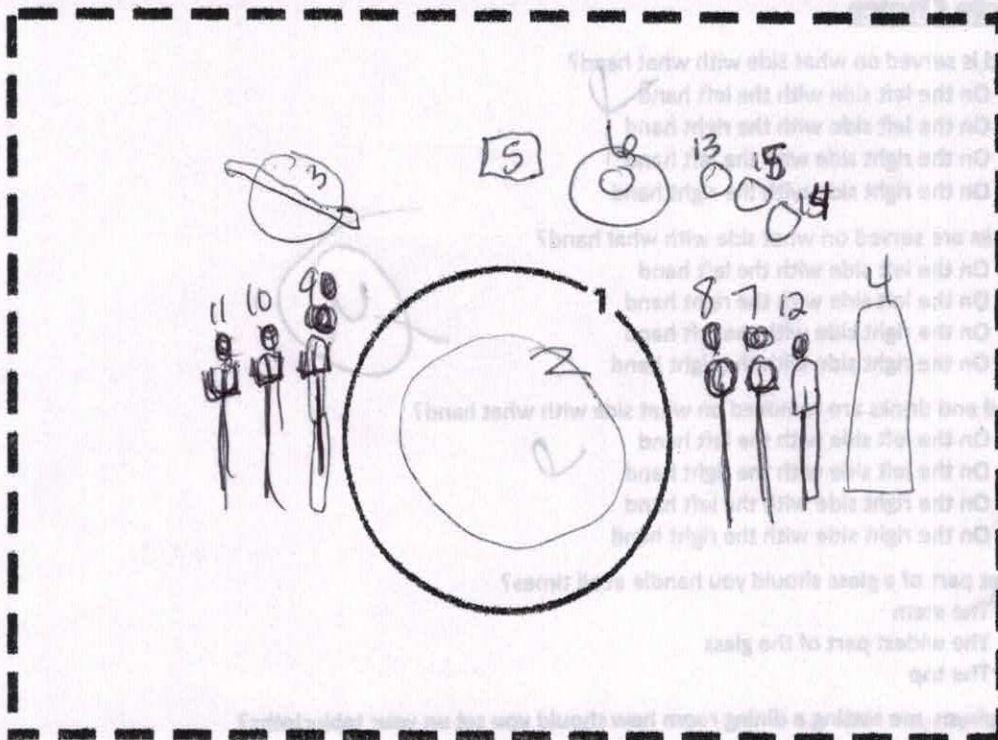
- |                          |  |
|--------------------------|--|
| <u>D</u> Scullery        | <input checked="" type="checkbox"/> A Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>B</u> Queen Mary      | <input checked="" type="checkbox"/> B Style of service where 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="checkbox"/> C Used to hold a large tray on the dining floor  |
| <u>E</u> French Passing  | <input checked="" type="checkbox"/> D Area for dirty dishware and glasses  |
| <u>G</u> Russian Service | <input checked="" type="checkbox"/> 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="checkbox"/> F Used to open bottles of wine   |
| <u>C</u> Tray Jack       | <input checked="" type="checkbox"/> G Style of dining in which the courses come out one at a time  |



Name Andrea Billow

**Servers Test**

Score / 35



**Draw a formal place setting containing all of the following:**

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

**Fill in the Blank**

- The utensils are placed three inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, lemon, cream
- Synchronized service is when: All guests meals are brought out at the same time and place at the same time
- What is generally indicated on the name placard other than the name? dietary specifications
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? inform your manager

**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

100%

**Vocabulary (9 points)**

Match the word to its definition

C "Straight Up"

E Shaker Tin

I "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 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

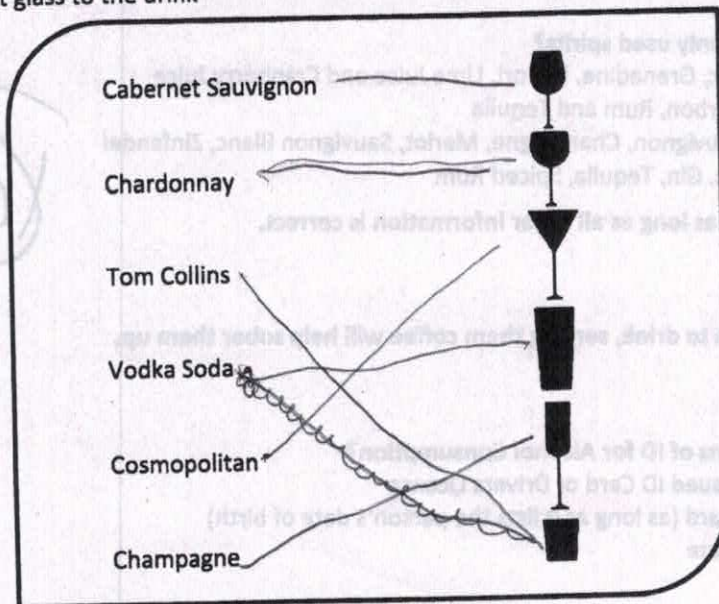
h.) Requesting a separate glass of another drink

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



**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): Grey Goose, Crown Royal, Patron

What are the ingredients in a Manhattan? Whiskey, Simple Syrup, orange,

What are the ingredients in a Cosmopolitan? Vodka, triple sec, Cranberry, lime

What are the ingredients in a Long Island Iced Tea? Vodka, gin, whiskey, rum, tequila, sour, coke

What makes a margarita a "Cadillac"? Grand Marnier

What is simple syrup? Sugar & Water

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

it is not legal

What should you do if you break a glass in the ice? Tell manager & discard all ice

When is it OK to have an alcoholic beverage while working? never

What does it mean when a customer orders their cocktail "dirty"? they want the olive juice from olives

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