

LEEANDRA ESEIMOKUMOH

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SUMMARY

Resourceful visionary offering a rich mix of experience in customer service. outstanding ability to cultivate relationships with customers, suppliers, staff and executive personnel and developing mutually respectful relationships. customer focused with a strong history of driving customer engagement, I have proven problem solving abilities to effectively solve problems. recognized or high level of commitment to exceed customer initiatives and conquering challenges to dive business forward.

SKILLS

- SKILLED AND EXPERIENCED SERVER
- BARTENDING
- LAYING TABLES
- UPSELLING FOOD AND DRINK
- ENTERTAINING GUESTS AND ASSURING SATISFACTION

EXPERIENCE

02/2014 to 09/2017

BARTENDER/SERVER

BOMB SHELLS — Dallas, 75247

Mixing signature drinks, Assisting guests in order selection by promoting specific menu items and specials. Respond to inquiries regarding meal preparation and service. upsell appetizers, specialty beverages and deserts to increase guest check averages. co ordinate with kitchen staff and ensure timely and accurate order preparation. regularly follow up with guest tables and promptly fulfill additional requests, collect payment and balance transactions with recipes. -consistently achieved the highest guest checkout average among all full time servers through suggestive selling and desert orders to go. -informally recognized as the lead server with responsibility for overseeing opening/closing and training new servers regarding menu item, company policy and procedures.

01/2018 to 02/2018

Server/Hostess/bottle service

lx event staffing — Minneapolis, 55402

organize and serve guest in high volume events such as weddings, company parties etc responsible for keeping a high and active profile at all times during events and for prompt dealing with any issue that may arise. responsible for cleaning and setting up the venue before and after each event. -frequently assisted colleagues during rush hours periods to upsell bottle service. - taking payments and processing customer receipts - engaging and entertaining guest during events

EDUCATION AND TRAINING

12

High School Diploma: PERFORMING ARTS

NOTRE DAME CATHOLIC COLLEGE — Liverpool, UK, ENGLAND

Multiple Choice

- 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
- 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
- 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
- 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
- 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
- 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

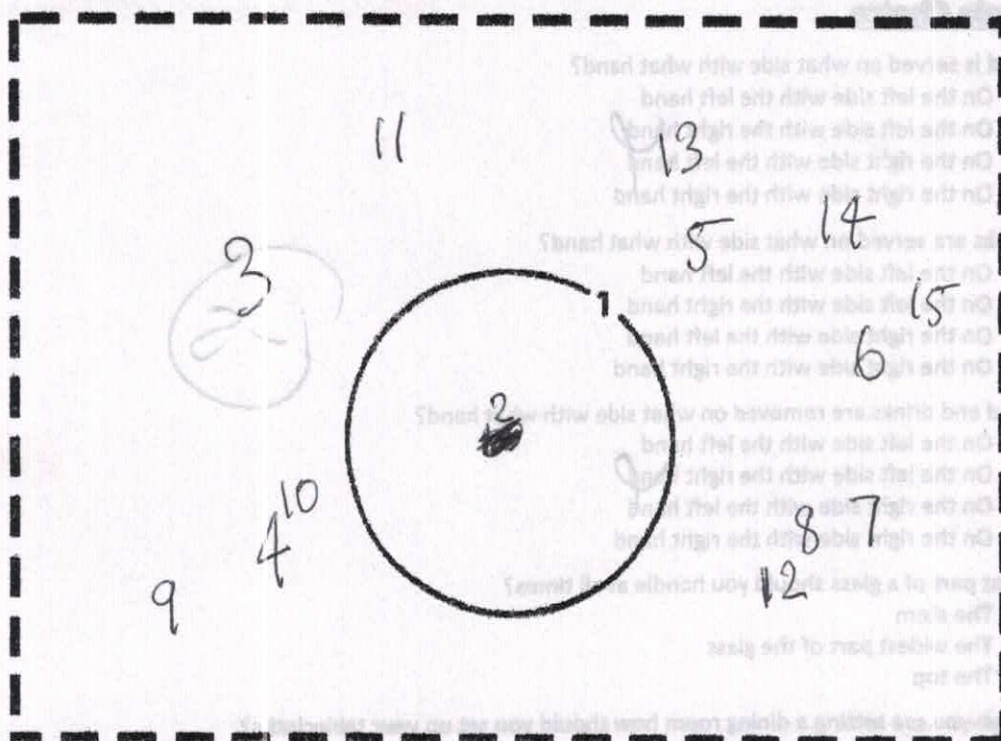
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | <input checked="" type="checkbox"/> A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>G</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>B</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 Leandra Benokor

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

- The utensils are placed 20cm or 8 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, Sweetener, Creamers, hot water
- Synchronized service is when: this is when there is a uniform pattern when the room is served at the same time
- What is generally indicated on the name placard other than the name? Menu choice option
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Inform the chef

Bartenders Test

Score / 35

Multiple Choice (6 points)

- A 1) Carbonation A 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

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

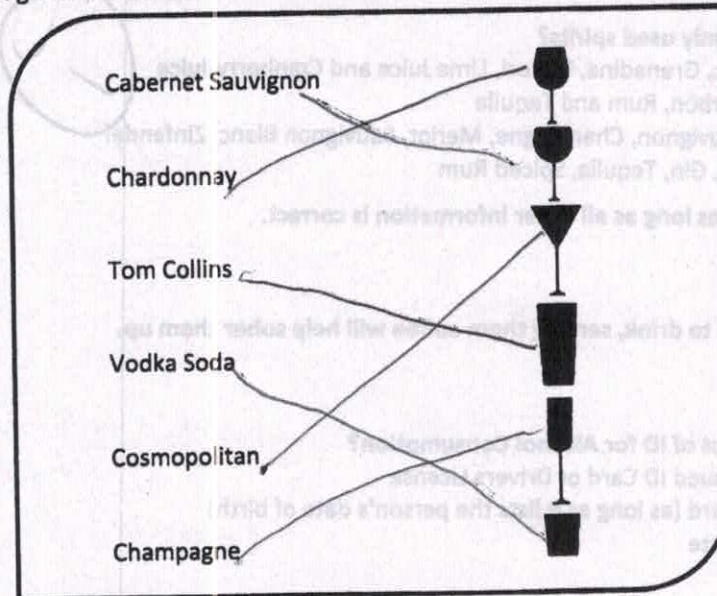
g.) Used on the bar top to gather spills

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 vodka, Patron tequila, Hennessy

What are the ingredients in a Manhattan? Dash of Angostura bitters, maraschino cherry, 2 oz of Rye or Whiskey

What are the ingredients in a Cosmopolitan? 3/4 oz Sweet red Vermouth, 1/2 oz Cointreau, 1 oz Cranberry juice, 1 1/2 oz Vodka, 1 oz Citron

What are the ingredients in a Long Island Iced Tea? 1 oz Creme Syrup, 1/2 oz Vodka, 1 oz lemon juice, 1/2 oz triple sec

What makes a margarita a "Cadillac"? 1/2 oz tequila, 3 oz Sweet & sour mix, 3/4 oz triple sec

What is simple syrup? 3/4 ounce lime juice, Grand manier Syrup sweetens the drink

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

Marrying bottles and it is illegal

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

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

What does it mean when a customer orders their cocktail "dirty"? change the drink a little by adding more of a particular ingredient

What are the ingredients in a Margarita?

~~2 oz of Angostura bitters, 1 oz of maraschino cherry, 1 oz of Grand manier Syrup~~

1 oz Cointreau
2 oz tequila
1 oz lime juice