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## ELIZABETH HOBBS

165 Lexington  
San Francisco, Ca. 94110

Phone: 415-374-4854  
lizibethhobbs@gmail.com

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### Summary

Polished, mature, professional front of the house employee with 20+ years fine dining and bistro style service experience. Hardworking, energetic, intelligent team leader who inspires others by positive attitude and example. Pays particular attention to food and wine knowledge and attention to detail. Demands excellence in self and others. Puts guests at ease in a formal or casual setting.

### Highlights

- 10+ years fine dining experience
- Extensive food/wine knowledge
- Experience developing seasonal wine menus
- Proficient in all FOH operations
- Special events catering
- Ability to build strong customer relationships
- Proven leadership skills

### Accomplishments

- Directly involved in the development and opening of original 30's style restaurant and piano bar in downtown Norfolk, Va
- Created original designer cocktail recipes and house infused liquor combinations for a new bar concept in Norfolk, Va
- Author of complete employee manual including Standards of Service and Wine Presentation
- Increased restaurant wine sales by over 150% over the course of a year
- Received the greatest number of positive comments in a company survey among a staff of 50+ FOH employees

## Experience

Williamsburg Winery  
**Lead Bartender/ Server/ MOD**  
Williamsburg, Va.

March 2015 to April 2017

- Responsible for detailed wine and food knowledge
- Staff training and ongoing training classes
- Front of the house inventory
- Cross trained in all aspects of the winery, including catering
- Daily cash and credit card settling and drop
- Manager on duty and key holder

**Gershwin's Piano Bar**  
**Lead Bartender/Server**  
Downtown Norfolk

Oct 2013 to Nov 2014

- Responsible for the day to day operations of an upscale, 30's era restaurant and piano bar
- Hiring, training, and scheduling of all FOH staff
- Perform opening and closing duties on the POS system, handling all monies, settling and balancing credit cards
- Inventory, payroll, ordering, purchasing
- Development of a loyal local downtown following as well as fostering a relationship with local hotels and theatre

Pasha Mezze  
Server/Trainer  
Ghent/ Norfolk

March 2011 to Oct 2013

- Detailed training of all FOH staff including ongoing training and education
- Provide polished service in an upscale bistro style setting
- Sophisticated clientele concerned with locally resourced, organic ingredients
- Extensive knowledge of menu ingredients and sources required
- Crossed trained to jump positions as needed

## Trellis Cafe'

August 1995 to March 2003

Williamsburg, Va.

- Responsible for extensive food, wine, and bar knowledge
- Tested about food and wine on a daily as well as seasonal basis
- Intense and detailed fine dining service particulars
- Part of the core training team that instructed new staff and coordinated ongoing education

**Silver Maple Cafe'**  
**Dining room Captain**  
Williamsburg, Va.

March 2003 to May 2010

- Oversee FOH operations in a tiny Bistro setting
- Develop seasonal wine lists
- Encourage strong, repeat loyal local business
- Catering coordinator for on and off site events

## **Education**

**VCU School of the Arts** 1996  
Art Foundation  
**One year of Art Foundation, two years Interior design**  
Richmond, Va.

**College of William and Mary** 1989  
Psychology/ Political Science  
**Bachelor of Arts**  
Williamsburg, Va.



Yes

**Can we contact your current employer?**

Yes

**Name and Address of Employer**

The Party Staff  
1212 Broadway St.  
Oakland, Ca.

**Type of Business**

Staffing Agency

**Phone Number**

1-415-273-7120

**Your Position & Duties**

Catering events. Lead at events, Instructor for training classes

**Date of Employment (from/to):**

August, 2017 to present

**Reason for Leaving**

still employed

**Still Employed:**

Yes

**Name and Address of Employer**

Old Faithful Inn  
Yellowstone National Park, Wy. 82190

**Type of Business**

Restaurant/ Hotel

**Phone Number**

1-866-439-7375

**Your Position & Duties**

Bartender/Server

**Date of Employment (from/to):**

March 2017 to May 2017

**Reason for Leaving**

Hiking injury

**Name and Address of Employer**

Williamsburg Winery  
1000 Wessex Hundred  
Williamsburg, Va. 23185

**Type of Business**

Winery

**Phone Number**

1-757-229-0999

**Your Position & Duties**

MOD, bartending, serving, catering events

**Date of Employment (from/to):**

3/2015 to 3/2017

**Reason for Leaving**

Accepted the position at Yellowstone

**Still Employed:**

No

**Have you ever been fired from a previous place of employment? If yes, please explain:**

No

**First Name**

Scott

**Last Name**

Hubanks

**E-mail Address**

scotthubanks@gmail.com

**Phone**

1-415-678-8734

**Relationship:**

coworker

**Years Acquainted:**

2

**First Name**

Becky

**Last Name**

Armor

**E-mail Address**

beckyarmor@gmail.com

**Phone**

1-415-571-1115

**Relationship:**

friend

**Years Acquainted:**

1

**First Name**

Sue

**Last Name**

Gates

**E-mail Address**

suegates@gmail.com

**Phone**

1-757-636-6145

**Relationship:**

coworker

**Years Acquainted:**

25

**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.**

- (Checked box indicates acknowledgement)

**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.**

- (Checked box indicates acknowledgement)

**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.**

- (Checked box indicates acknowledgement)

**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.**

- (Checked box indicates acknowledgement)

**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.**

- (Checked box indicates acknowledgement)

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

- (Checked box indicates acknowledgement)

**Applicant Digital Signature (Type Name):**

Elizabeth C. Hobbs

**Date:** Sunday, April 01, 2018**Please Attach Resume Below**resume.pdf

**What days/times can you work? Select all that apply:**

- Monday AM
- Monday PM
- Tuesday AM
- Tuesday PM
- Wednesday AM
- Wednesday PM
- Thursday AM
- Thursday PM
- Friday AM
- Friday PM
- Saturday AM
- Saturday PM
- Sunday AM
- Sunday PM

**Have you ever applied to or worked for Acrobat before?**

No

**If hired, would you have reliable means of transportation to and from work?**

Yes

**If hired, can you present evidence of your legal right to live and work in this country?**

Yes

**Are you able to perform the essential functions of the job for which you are applying?**

Yes

**Name of School**

College of William and Mary

**City & State**

Williamsburg, Va.

**Grade/Degree**

Psychology/Political Science

**Graduated?**

Yes

**Do you have any special licenses? (If so, label under "Special")**

No

**Are you computer literate? (If so, label which programs under "Special")**

Yes

**Are you proficient with Point of Sale systems? (If so, label which under "Special")**

Yes

**Do you have any experience, training, qualifications or special skills? (If so, label under "Special")**

Yes

**Special:**

Serve Safe Certificate, California and Virginia Food Handler's Card, Proficient in most restaurant POS systems

**Are you currently employed?**

**Submission Date** 04-01-2018 10:44:55

**IP** 199.188.194.101

**First Name**

Elizabeth

**Last Name**

Hobbs

**E-mail Address**

lizibethhobbs@gmail.com

**Phone**

1-415-374-4854

**Address**

165 Lexington

**Unit or Number**

165

**City, State**

San Francisco, Ca.

**Zip Code**

94110

**What region(s) are you applying to work within?**

- San Francisco

**Which position(s) are you applying for?**

- Server
- Bartender
- Busser
- Barback
- Catering

**Are you applying for:**

- Full-Time
- Part-Time

**When can you start?**

Sunday, April 01, 2018

**Can you work overtime?**

Yes

**How did you hear about us?**

- Referral

**If you were referred, please tell us by whom:**

Event Staff

**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

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

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

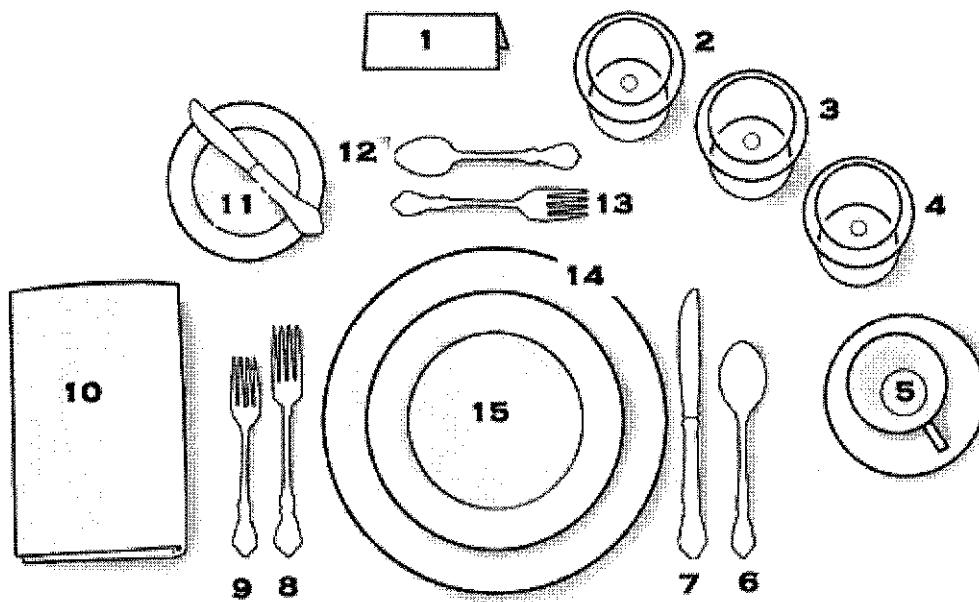
E Corkscrew

- 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 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar, Sweetener, Honey, lemon, cream
3. Synchronized service is when: Servers perform dishes at the same time
4. What is generally indicated on the name placard other than the name? Entree choice
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?

Talk to the Chef

**Bartenders Test**

**Score** / 35

*36/35*

**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

C "Straight Up"

a.) Used to crush fruits and herbs for craft cocktail making

E 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"

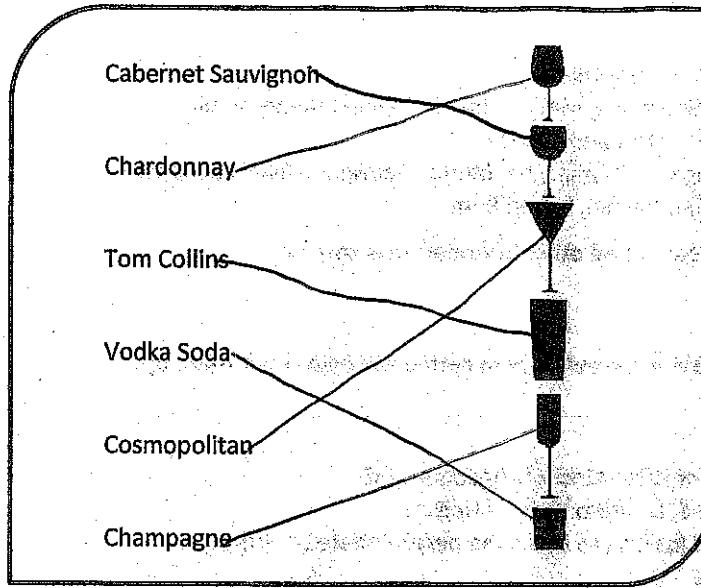
h.) Requesting a separate glass of another drink

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): Grey Goose Vodka, McCallum 12 yr Scotch, Tompleton Rye

What are the ingredients in a Manhattan? Whiskey & Sweet Vermouth

What are the ingredients in a Cosmopolitan? Vodka, Orange Liqueur, Cranberry, Lime

What are the ingredients in a Long Island Iced Tea? Vodka, Gin, Rum, Tequila, Triple Sec, Soda, Coke

What makes a margarita a "Cadillac"? Gold Tequila & Top Shelf Orange Liqueur

What is simple syrup? 1/2 sugar / 1/2 H<sub>2</sub>O

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

Not Legal, Mixing

What should you do if you break a glass in the ice? Melt & Clean the bin

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

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

What are the ingredients in a Margarita? Tequila, Triple Sec, Lime, Simple syrup, Salt optional