

(404) 455-7965
DBluerain@aol.com

Desmond C. Epps

Objective

A detail-minded highly organized individual with strong interpersonal and communication skills possessing experience in customer service seeking an entry level position in a dynamic company where I can best utilize my skills and grow professionally.

Education

<i>American InterContinental University, Atlanta, GA</i>	<i>2003 - 2005</i>
Visual Communications Major	
<i>Georgia State University, Atlanta, GA</i>	<i>2005 - Present</i>
Film and Video Major	
Minor in History	

Experience

Atlantic Station Regal Cinemas Stadium 18 *2013 - Present*

Bartender

Serve and mix drinks, stock and maintain bar cleanliness.

Ted's *2013 - Present*

Delivery/Prep

Make local deliveries to various clients and clean and prep food.

Houston's Restaurant, Atlanta GA *2011 -2013*

Service Bartender

Serve and mix drinks, make cappuccino, lattes and espresso, stock and maintain bar cleanliness.

Levy Restaurant, Atlanta, GA *2011- 2013*

Bartender

Serve drinks to customer, bar backing, maintain bar cleanliness, stocking, inventory and handle cash register.

Atlanta Hartsfield Airport, Atlanta, GA *2007 - 2010*

Customer Service Representative

Ensure that each traveler receives outstanding service by providing a friendly environment

Greeted and acknowledged passengers

Assist travelers with flight information, restaurants, hotels, etc

Communicated customer requests to management

Skills

Proficient in Microsoft Office

Excellent verbal and communication skills

Strong and Creative Problem-Solving Skills

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 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

D Scullery

E Queen Mary

A Chafing Dish

G French Passing

B Russian Service

F Corkscrew

C Tray Jack

A. Metal buffet device used to keep food warm by heating it over warmed water

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)

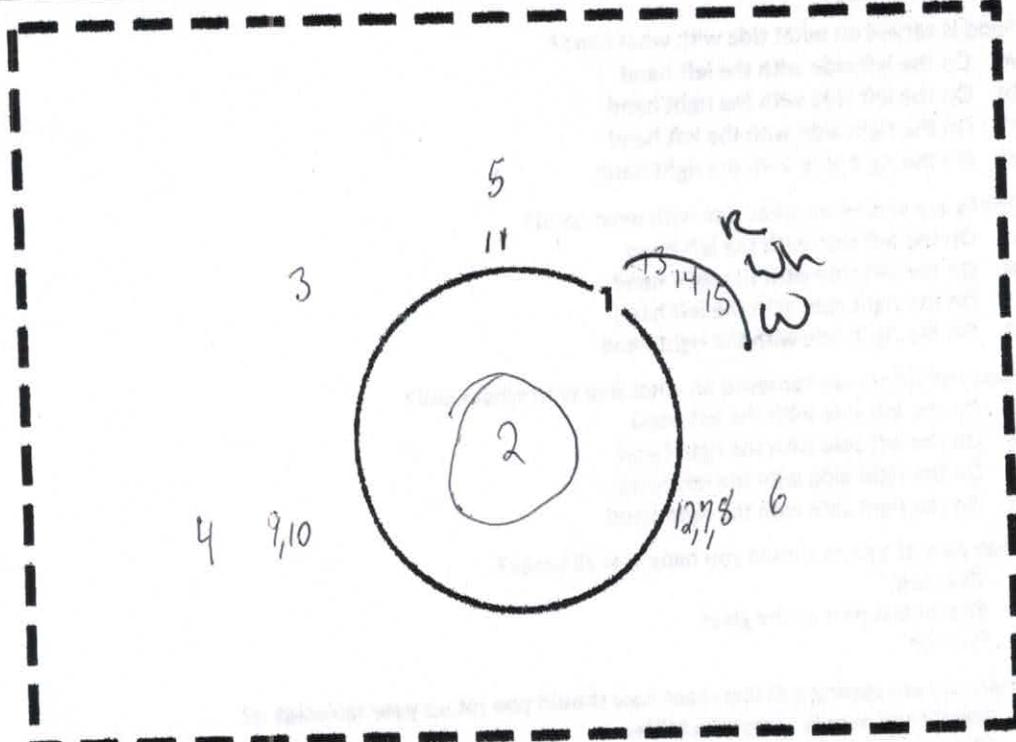
C. Used to hold a large tray on the dining floor

D. Area for dirty dishware and glasses

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

F. Used to open bottles of wine

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



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

1. The utensils are placed half inch to 1 inch inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar, cream, hot water.
3. Synchronized service is when: simultaneous clockwise.
4. What is generally indicated on the name placard other than the name? Food dish.
5. The Protein on a plate is typically served at what hour on the clock? 6.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Inform the chef

Multiple Choice (6 points)

C 1) Carbonation _____ the rate of intoxication.
 a) Slows down *(Y)*
 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

A 3) You can accept an expired ID as long as all other information is correct.
 a) True *(Y)*
 b) False

A 4) If someone has had too much to drink, serving them coffee will help sober them up.
 a) True *(Y)*
 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"

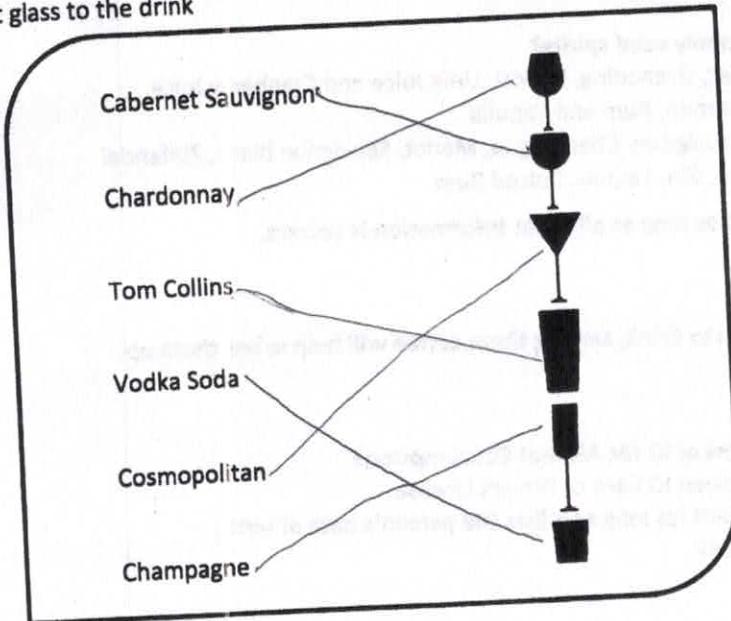
h.) Requesting a separate glass of another drink

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): Grey Goose, Belvedere, Ciroc

What are the ingredients in a Manhattan? Bourbon, Sweet Vermouth

What are the ingredients in a Cosmopolitan? Vodka, triple sec, cranberry, lemon peel

What are the ingredients in a Long Island Iced Tea? Rum, Vodka, Tequila, Gin, triple sec, coke

What makes a margarita a "Cadillac"? Top w/ Bacardi 101

What is simple syrup? hot water and sugar

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

Yes, merrymaking

What should you do if you break a glass in the ice? Get the ice clean out everything

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 juice, salted rim