

# TAYLOR GOULD

1143 Bryson Avenue, Simi Valley, CA 93065 ◆

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## PROFESSIONAL SUMMARY

Hardworking Bartender who thrives under pressure and goes above and beyond to create an unforgettable guest experience. Highly effective at anticipating and accommodating customer needs. Friendly, punctual and an enthusiastic team player.

## SKILLS

- Positive attitude
- Interpersonal skills
- Highly reliable
- Fast learner
- Engaging personality
- Cash handling and management
- Exceptional time management skills
- Responsible alcohol service
- Preparing garnishes
- Liquor, beer and wine knowledge
- Flexible schedule availability
- Willing to work late hours
- Excellent multi-tasker
- Energetic, friendly and enthusiastic

## WORK HISTORY

**Bartender**, 08/2013 to Current

**T.G.I. Friday's** – Simi Valley, CA

- Consistently provided professional, friendly and engaging service.
- Skillfully promoted items on beverage lists and restaurant specials.
- Displayed enthusiasm and knowledge about the restaurant's menu and products.
- Verified cash drawer against the day's receipts.
- Received frequent customer compliments for going above and beyond normal duties.
- Assisted co-workers whenever possible.
- Effectively listened to, understood and clarified guest concerns and issues.
- Monitored guest for intoxication and immediately reported concerns to management.
- Maintained high standards of cleanliness and sanitation.

**Pro Shop Attendant**, 01/2012 to 09/2013

**Simi Hills Golf Course** – Simi Valley, CA

- Greeted customers entering the store to ascertain what each customer wanted or needed.
- Described product to customers and accurately explained details and care of merchandise.
- Earned management trust by serving as key holder, responsibly opening and closing store.
- Monitored cash drawers and handled transactions.
- Adequately booking tee times for customers

**Sales Associate/ Cashier**, 08/2011 to 10/2013

**Big 5 Sporting Goods** – Simi Valley, CA

- Priced merchandise, stocked shelves and took inventory of supplies.
- Alerted customers to upcoming sales events and promotions.
- Identified potential shoplifters and alerted management.
- Welcomed customers into the store and helped them locate items.
- Processed cash and credit payments rapidly and accurately.
- Verified that all customers received receipts for purchases.
- Stocked shelves and supplies and organized displays.

**Manager**, 05/2010 to 09/2011

**SurfinWest Boardshop** – Simi Valley, CA

- Assigned employees to specific duties to best meet the needs of the store.



Examined merchandise to verify that it was correctly priced and displayed.  
Counted cash drawers and made bank deposits.  
Maintained a safe working and guest environment to reduce the risk of injury and accidents.

**Assistant, 03/2008 to 08/2012**

**Ultimate Body Aesthetics – Simi Valley, CA**

Maintained appropriate filing of personal and professional documentation.  
Called clients to confirm upcoming appointments.  
Processed guest credit card information for services.  
Ensured that quality, customer service, health and safety standards were met.  
Provided patient confidentiality.

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**EDUCATION**

**High School Diploma: 2010**

**Royal High School - Simi Valley, CA**

Athletes Award for 2009 and 2010  
MVP for Golf Team 2007-2010  
Varsity Golf Team 2006-2010  
Freshman/Sophomore Basketball Team 2006-2007

**GED:**

**College of the Canyons - Valencia, CA**

Varsity Golf Team 2010-2011  
Finished 6th in All-State 2010 for golf  
MVP for Golf Team 2010

**References**

**Wesley Koons:**

Bar Manager  
T.G.I. Friday's  
(818) 877-0958  
koonswes@gmail.com

**Kurtis Guy**

Owner/Flight Paramedic  
OptimuMedicine  
(805) 501-3726  
kguy@me.com

**Bob Hodgkins**

Journeyman Elevator Service Adjuster  
Amtech Elevator Services  
(805) 297-3721  
b.hodgkins.d462360@amtechelevator.net



Name Taylor Gours

## Servers Test

Score / 35

### Multiple Choice

D B

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

✓

B 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

A

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

E Scullery

✓

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

D 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)

F Chaffing Dish

✓

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

B French Passing

✓

D. Area for dirty dishware and glasses

C Russian Service

✓

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

F Corkscrew

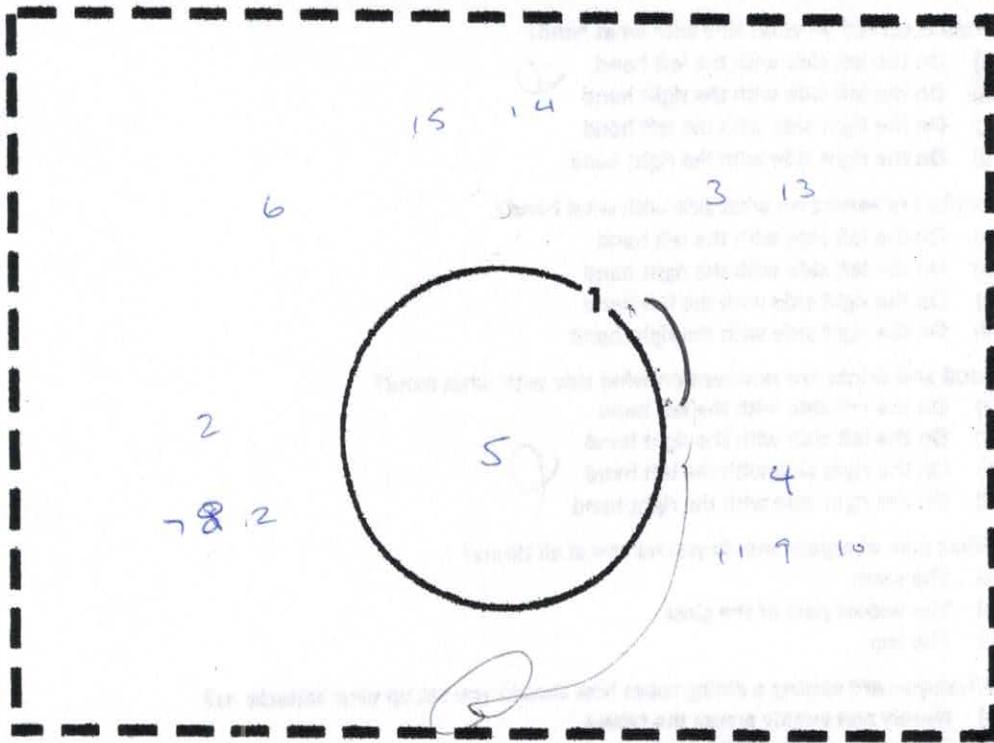
✓

F. Used to open bottles of wine

G. Used to open bottles of wine

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

Name \_\_\_\_\_  
**Servers Test** Score / 35



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

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

**Fill in the Blank**

1. The utensils are placed \_\_\_\_\_ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? SUGAR, CREAM
3. Synchronized service is when: \_\_\_\_\_
4. What is generally indicated on the name placard other than the name? TABLE NUMBER
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?

INDICATE THEIR DESIRES AND GRAB DISH

**Bartenders Test**

**Score / 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

A 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

I "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

C O "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"

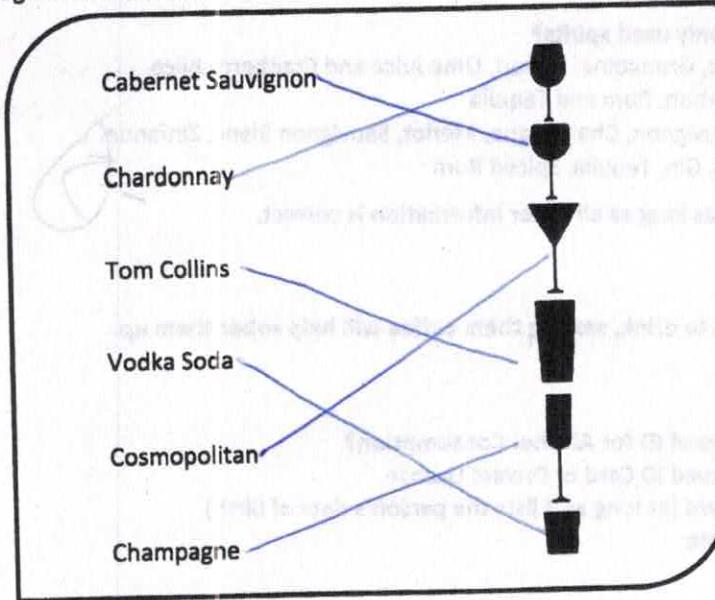
h.) Requesting a separate glass of another drink

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): PATRON, GREY GOOSE, JAMESON

What are the ingredients in a Manhattan? BOURBON VERMOUTH CHERRY

What are the ingredients in a Cosmopolitan? VOODA COINTREAU CRANBERRY JUICE LIME SWEET N SWEET N

What are the ingredients in a Long Island Iced Tea? VOODA, GIN, RUM, TRIPLE SEC, BRANDY, LIME

What makes a margarita a "Cadillac"? TEQUILA, GRAND MARNIER MARGARITA LIME

What is simple syrup? SUGAR WATER

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

NO

What should you do if you break a glass in the ice? POUR GRENADINE OR KETCHUP TO INDICATE NOT TO USE, CLEAN UP ASAP BY BURNING ICE AND GETTING ALL GLASS OUT

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

What does it mean when a customer orders their cocktail "dirty"? ADD OLIVE JUICE

What are the ingredients in a Margarita? TEQUILA, TRIPLE SEC MARGARITA MIX