
TAYLOR GOULD

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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.

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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.

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
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Multiple Choice

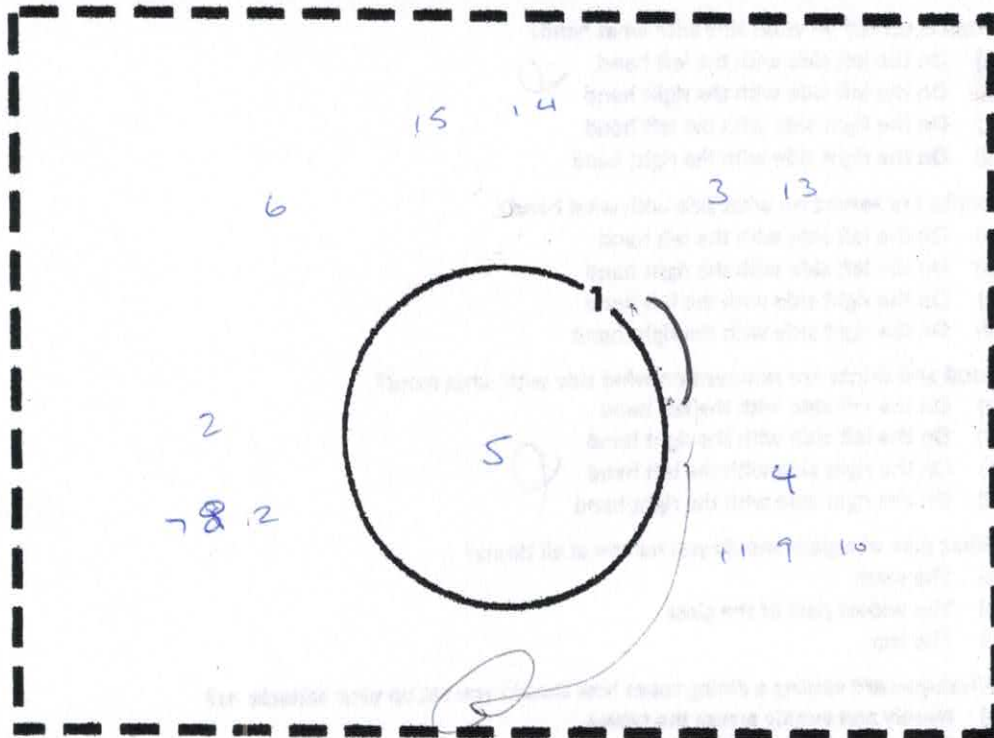
- D 1) Food is served on what side with what hand?
a) On the left side with the left hand
b) On the left side with the right hand
c) On the right side with the left hand
d) On the right side with the right hand
- D 2) Drinks are served on what side with what hand?
a) On the left side with the left hand
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
- 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

- | | |
|--------------------------|---|
| <u>E</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>D</u> 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) |
| <u>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | D. Area for dirty dishware and glasses |
| <u>C</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F. Used to open bottles of wine |
| <u>C</u> Tray Jack | 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 | 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 _____ inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? SUGAR, CREAM
- Synchronized service is when: _____
- What is generally indicated on the name placard other than the name? TABLE NUMBER
- The Protein on a plate is typically served at what hour on the clock? 10
- 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

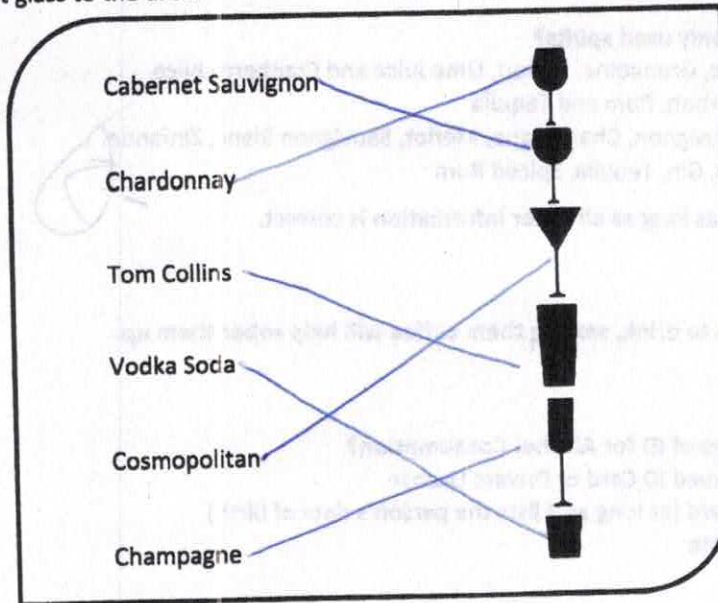
Vocabulary (9 points)

Match the word to its definition

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|------------------------|---|
| <u>F</u> "Straight Up" | a.) Used to crush fruits and herbs for craft cocktail making |
| <u>F</u> Shaker Tin | b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>C</u> "Neat" | c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice |
| <u>A</u> Muddler | d.) To pour 1/2 oz of a liquor on top |
| <u>B</u> Strainer | e.) Used to measure the alcohol and mixer for a drink |
| <u>E</u> Jigger | f.) Used to mix cocktails along with a pint glass and ice |
| <u>G</u> Bar Mat | g.) Used on the bar top to gather spills |
| <u>D</u> "Float" | h.) Requesting a separate glass of another drink |
| <u>H</u> "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? VODKA, COINTREAU, CRANBERRY JUICE, LIME

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

What makes a margarita a "Cadillac"? TEQUILA, GRAND MARNIER, CARRABANCO

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 GREENADINE OR KETCHUP TO INDICATE NOT TO USE, CLEAN UP ASAP BY REMOVING 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