

JENNIFER L. McGRAW
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HOLLYWOOD, CA 90038
8184424384

QUALIFICATIONS AND SKILLS

- Proven sales ability
- Customer service oriented
- Beauty consultant experience
- Knowledge of skin types, skin care, color analysis, makeup application techniques
- Maintain knowledge of current trends within cosmetic industry
- Recognized for ability as a trainer
- Written and verbal communication skills
- Critical and creative thinking
- Meet multiple demands through effective use of time, energy, and resources
- Acclimate easily to job specific computer software

EDUCATION

Masters Degree

Los Angeles Community College Los Angeles, CA
(September 2012 June
2013)

- Classes that I completed were Anatomy, Chemistry, Psychology ending with a 4.0 GPA
East Los Angeles Community College East Los Angeles, CA
(September 2013 June
2014)

- Classes that I completed were Physiology, Childhood Psychology, Sociology ending with a 4.0
GPA

Los Angeles Community College Los Angeles, CA
(September 2014 June
2015)

- Classes that I completed were Statistics, Biology, Abnormal Psychology ending with a 4.0 GPA
B.F.A, Performing Arts
West Virginia University 1999
Morgantown, WV

CARE GIVER

Live in Care Giver

Josephine McGraw, Jardin Street, Shenandoah, PA
(February 2008 August
2011)

- Provided 24/7 Live in care for an elderly woman incapacitated by a stroke no use of the entire left side of her body
- Duties included meal preparation and balancing nutrition, medication administration, bathing, feeding, lifting her to and from wheelchair, bathroom assistance, transportation to and from doctors appointments, daily activities for brain stimulation, physical therapy, physical activities with a walker.

SALES EXPERIENCE and EMPLOYMENT

Sales Associate

ESS Environmental, Burbank Blvd, Studio City, CA

(January 2004 – November 2004)

- Contact potential investors via telephone to promote shares of stock in environmentally friendly technology company
- Explain nature of investment opportunity while screening potential clients for qualifications and suitability for investment
- Responsible for maintaining client base and follow up contacts
- Participated in interactive sales meetings that focused on motivational techniques and methods for identifying and building upon sales opportunities
- Consistently received bonuses for sales achievements and developing profitable leads
- Performed office duties including typing, faxing, mailing, scheduling appointments, and end of day closing

National Sales Associate

Worldwide Cosmetics, 1222 N. Sherman Way, North Hollywood, CA

(December 2000 – October 2001)

- Contact established clients via telephone to promote new products and reorders
- Develop potential leads based upon industry referrals for new customers
- Receive incoming calls for reorder of nail care and beauty products from established clients
- Utilized computer database of client names to develop customer contact schedule and retrieve product information
- Document contacts and client product orders within computer system
- Provide friendly, knowledgeable, assistance to all clients

FOOD SERVICE/ RESTAURANT EXPERIENCE and EMPLOYMENT

Server/Bartender

Bistro of Santa Monica, Santa Monica Blvd., Santa Monica, CA

(February 2006 December 2006)

- Provide prompt, friendly, courteous service to restaurant customers while greeting, taking food and beverage orders, and serving meals
- Accurately record orders and prepare drinks as specified by customers
- Responsible for order entry via computer system, tracking of all receipts, processing of credit card purchases, and end of shift cash reconciliation

Trainer/Server

Melting Pot, West Thousand Oaks Blvd., Thousand Oaks, CA

(December 2004 – December 2005)

- Responsible for providing 100% total guest satisfaction while preparing and serving five course meal at tableside in upscale fondue restaurant
- First Server to be named MVP (Employee of the Month)
- Selected to compete for, and subsequently awarded, Training Champion status following rigorous program to master all work stations in restaurant and successful completion of written exam; Earned position at National Conference held by Melting Pot Corporation and received advanced training for management preparation.
- Assigned lead role in planning and executing charity event on behalf of the Thousand Oaks

Melting Pot to benefit St. Jude's Children's Hospital. Additional information available upon request.

Various Other Serving Positions
(September 2011 September 2012)

P

Bartenders Test

Score / 35

Multiple Choice (6 points)

- B 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
- A 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"

E Shaker Tin

I "Neat"

A Muddler

B Strainer

E Jigger

G Bar Mat

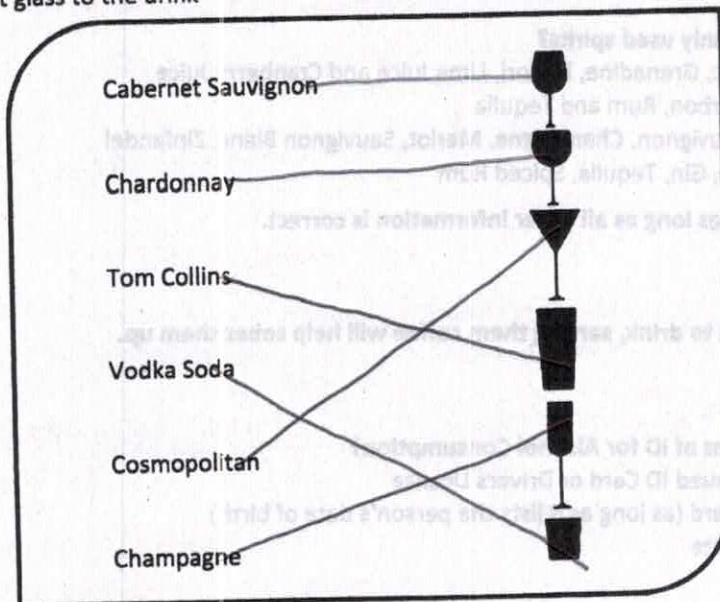
D "Float"

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): Belvedere, Patron, Crown Royal

What are the ingredients in a Manhattan? 2oz Rye Canadian Whisky, 3/4 oz Sweet vermouth, Dash bitters, Garnish with a cherry.

What are the ingredients in a Cosmopolitan? 1/2 oz Cointreau, 1oz cranberry juice, 1 1/2 oz Vodka, Citron, 1/2 oz fresh lime juice - garnish with a lemon or lime.

What are the ingredients in a Long Island Iced Tea? 1/2 oz Gin, 1oz gomme syrup, 1oz lemon juice, 1oz triple sec, 1/2 oz vodka, splash of coke.

What makes a margarita a "Cadillac"? Grand Marnier on top

What is simple syrup? 1 part water to one part sugar used in mixed drinks

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

Never. No it is not legal but it is called Marrying

What should you do if you break a glass in the ice? dump out all the ice, rinse out bin, refill the ice.

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

What does it mean when a customer orders their cocktail "dirty"? add ingredients to change color olive juice.

What are the ingredients in a Margarita? 1oz Cointreau, 2oz tequila, 1oz lime juice, salted rim, garnish with lime.

Name

Jennifer McGraw

Servers Test

Score / 35

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

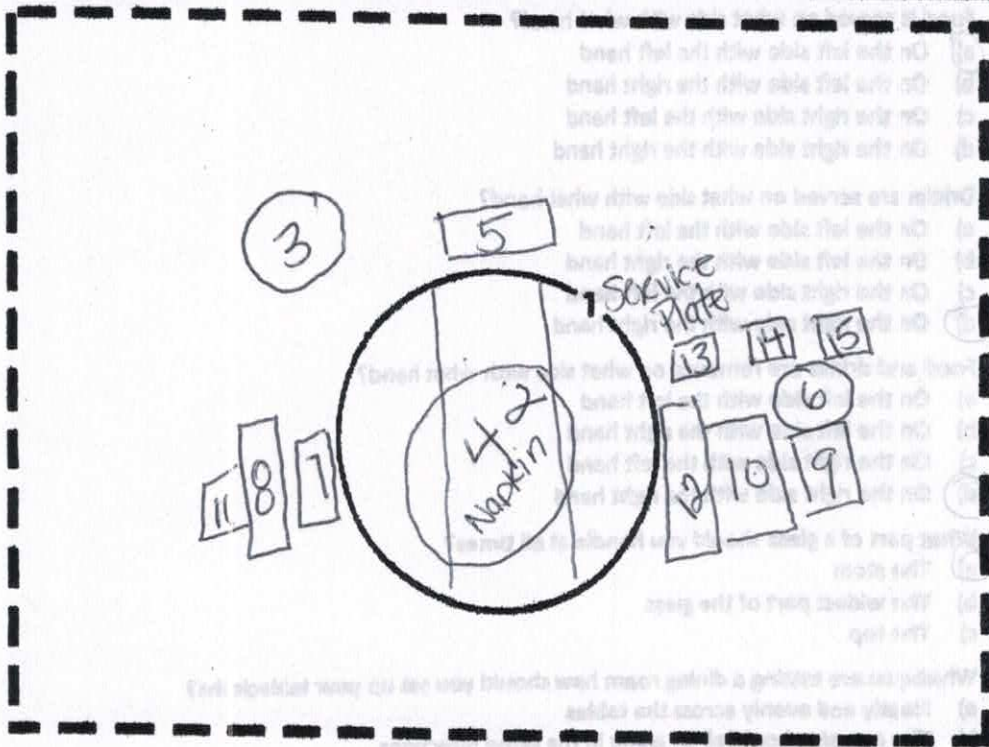
Match the Correct Vocabulary

D SculleryE Queen MaryA Chaffing DishG French PassingB Russian ServiceF CorkscrewC Tray JackA Metal buffet device used to keep food warm by heating it over warmed waterB 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 floorD Area for dirty dishware and glassesE Large metal shelving unit for prepared food to be held or for dirty trays to be storedF Used to open bottles of wineG 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:

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

Fill in the Blank

- The utensils are placed 1-2 inches from the edge inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream, sugar
- Synchronized service is when: Each table is served @ the same time in unison
- What is generally indicated on the name placard other than the name? Their seat (where they are seated)
- The Protein on a plate is typically served at what hour on the clock? 3 o'clock / 9 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Let the Kitchen Staff know