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Objective

Energetic, hard working, certified bartender/server, seeking employment where excellent customer service and extensive alcohol knowledge can be utilized.

Qualifications

1. Certified Bartender
2. Alcohol Awareness Certified
3. MICROS POS
4. Customer Service Experience
5. Fast and Efficient

Education

1. May 2017 - August 2017 Earned Certification in Bartending/Mixology, National Bartender School, Riverside (100 Hour Intensive Training Program)
2. September 1998 - December 2000 Earned Credits in Communications at Bethune-Cookman University

Professional Experience

Culinary Staffing Agency

Bartender/Server Jan. 2018 - Present
Duties: Banquet set up/break down, bartend private parties, banquet server/runner, mix drinks, serve guests, buss tables, execute all duties assigned

Barney's Beanery LAX

Server Aug. 2015 - Sept. 2016
Duties: Take orders, upsell, expedite, serve guests in high volume environment, process payment, buss tables, execute side work, greet guests, memorize menus
Results: Gained knowledge of international dining procedures

Crowne Plaza Hotels & Resorts

Bartender May 2014 - May 2015
Duties: Open/Close hotel lounge, clean/stock bar, deliver room service, mixed classic as well as craft cocktails, created drink specials, tap kegs, reconciliation, maximize profit
Results: Received a raise within first 6 months

Holiday Inn/Sporting News Grill

P.M. Restaurant Supervisor October 2011 - July 2013
Duties: Supervise FOH and monitor BOH staff, interview, hire, train new hires, address guest complaints, inventory, create special event menus, evaluate staff, attend meetings, reconciliation
Results: Earned promotion

References Available Upon Request

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

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"

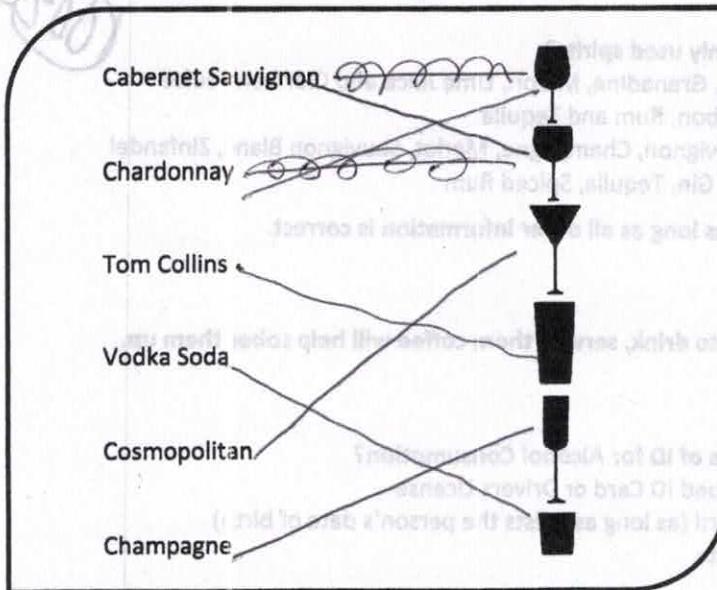
i.) Means to serve spirit room temperature in a rocks glass with no ice

Bartenders Test

Score / 35

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, Don Julio Tequila, Crown Royal Canadian Whisky

What are the ingredients in a Manhattan? Lots of Whiskey and 1/8 oz Sweet Vermouth + dash of bitters

What are the ingredients in a Cosmopolitan? Vodka, Triple Sec, Cranberry juice

What are the ingredients in a Long Island Iced Tea? Vodka, Rum, Tequila, Gin, Triple Sec, Sweet/Sour, Splash Coke

What makes a margarita a "Cadillac"? Grand Marnier

What is simple syrup? Sugar and water

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

No it is not legal to marry

What should you do if you break a glass in the ice? "Burn" the glass.

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, Sour Mix

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

C 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 Chafing Dish

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

G French Passing

D. Area for dirty dishware and glasses

B 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

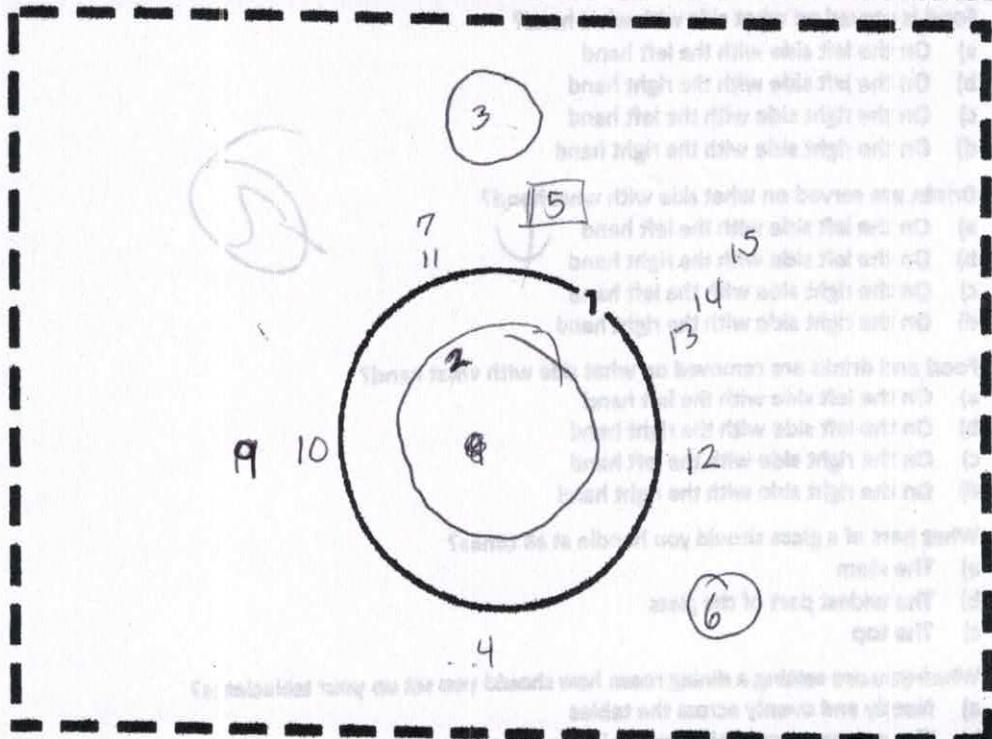
C Tray Jack

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
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 2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream & Sugar
3. Synchronized service is when: All serving and clearing is done at the same time
4. What is generally indicated on the name placard other than the name? Choice of protein
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? Alert the banquet captain or expeditor