

Marlene S. Greenwood

Gardena, Ca 90249

~~424/205-8599~~ 323. 239.8303  
marsgwood@gmail.com

### **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)**

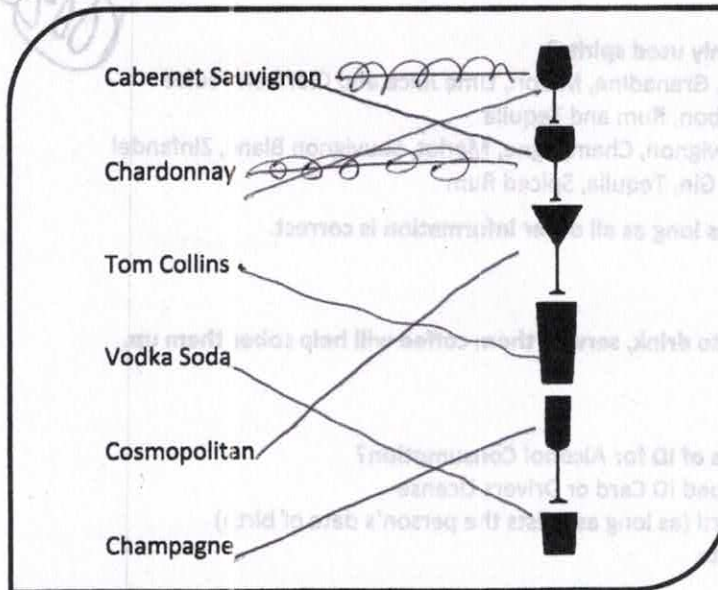
Match the word to its definition

- |                        |                                                                                                   |
|------------------------|---------------------------------------------------------------------------------------------------|
| <u>C</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>I</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"        | j.) 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 Vodka, Don Julio Tequila, Crown Royal Canadian Whiskey
- What are the ingredients in a Manhattan? Lots of Whiskey and 1/8 oz Sweet Vermouth <sup>dash of bitters</sup>
- 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"? Brand 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 well.
- When is it OK to have an alcoholic beverage while working? NEVER
- What does it mean when a customer orders their cocktail "dirty"? extra 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 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 Chaffin Dish

G French Passing

B Russian Service

F Corkscrew

C Tray Jack

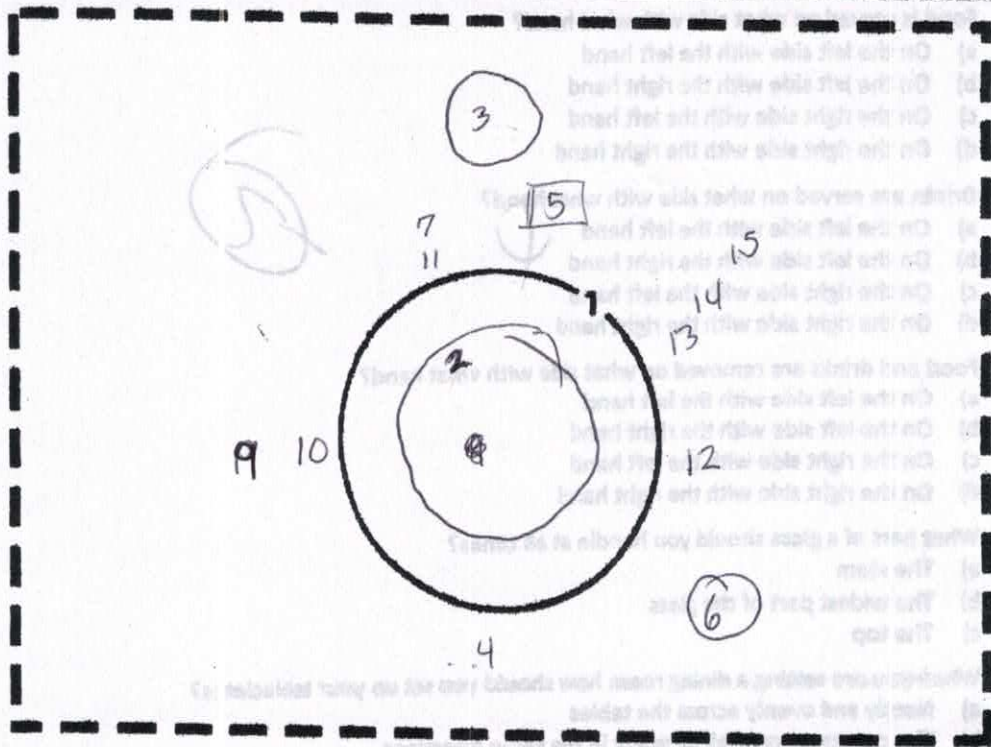
- A. Metal buffet device used to keep food warm by heating it over warmed water
- B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)
- C. Used to 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



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 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream & Sugar
- Synchronized service is when: All serving and clearing is done at the same time
- What is generally indicated on the name placard other than the name? Choice of protein
- The Protein on a plate is typically served at what hour on the clock? 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