

Gerry Johnson

Customer Service Supervisor/Manager

Los Angeles, CA 90037

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225-439-6639

To acquire a position with a successful company that provides a positive working environment and a chance for advancement.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Server/Bartender/Client Services Manager

B & B Stafftenders - Baton Rouge, LA

May 2017 to Present

5+ years experience Server, Bartender and the Client Services Manager for B & B Stafftenders. We provide experienced catering staff and bartenders for hotels, private clubs, parties, restaurants, and many entertainment venues.

I oversee all catering events from start of service to finish, I sign in employees for every event, conduct uniform checks to ensure all employees have a professional appearance, assign work stations, make rounds to all client's guest to ensure they are happy with our service, and sign employees out at end of shift.

Uber Driver

Uber - Baton Rouge, LA

May 2016 to Present

I drive Uber riders to desired destinations.

Correction Officer

Dept. of Corrections State of LA - Saint Gabriel, LA

September 2015 to April 2016

Functioned as a Security Officer for mental health, minimum and maximum security offenders, my duties included but not limited to; logging all incoming/exiting traffic, supervising trustee offenders chores, and assure offenders are orderly and remain in prison custody.

Asst. Manager

Sonic Collin Creek Mall - Plano, TX

April 2014 to May 2015

Functioned as Night Shift Manager overseeing all aspects of the operations including but not limited to; posting restaurant promotions, employee schedules, train new employees, food/inventory orders and inspections, daily deposits, prepare/close registers and thorough cleaning of restaurant.

House Car Driver/Bellman/Doorman

SLS Hotel at Beverly Hills - Beverly Hills, CA
October 2008 to June 2009

Functioned as House Car Driver providing shuttle service to and from guest requested destinations, assisted guest with their luggage upon check in/out of the hotel as Bellman and provided a warm welcome as Doorman as needed.

Captain-Waiter/Bartender

City Club on Bunker Hill - Los Angeles, CA
October 2004 to March 2008

Functioned as Operations Supervisor for upscale private club providing fine and business dining, responsible for Daily Operations including training of new servers and staff scheduling.

Shoe Salesman

Robinson's May - Los Angeles, CA
April 2004 to August 2004

Provided customers service with shoe and merchandise selections.

Delivery Driver

Entertainment Delivery Group - San Fernando, CA
February 2004 to April 2004

Functioned as a courier delivering film/entertainment supplies to film and record companies.

Insurance/Scheduling Asst. Supervisor

Texas Imaging & Diagnostics - Dallas, TX
May 2000 to January 2004

Functioned as Assistant Supervisor for the department; Responsible for overseeing the administration of all front office clerical duties; scheduled patient appointments; contacted insurance providers to ascertain pertinent information needed to process claims.

Domestic Reservations

American Airlines - Arlington, TX
January 1999 to April 2000

Reservations

Assisted customers with purchase of tickets; made travel plans for clients; addressed questions and concerns about travel.

Retail Sales/ Asst. Department Manager

Neiman Marcus - Dallas, TX
November 1987 to August 1998

Functioned as Assistant Manager of the men's clothing department; trained new employees, maintained stock/inventory control, merchandising and handling displays, prepared the sales draw (daily sales revenue), scheduled the work hours of sales associates, and also assisted customers with purchases selections.

Education

Caeer Exploration, Computer Applications I & II

El Centro Community College - Dallas, TX

Skills

INVENTORY, RETAIL SALES, CLAIMS, WAITER, Customer Service, Insurance Verification, Reception, Bartender, Supervisor/Manager

Awards

Rising Star Award-City Club Bunker Hill-Los Angles, CA

August 2005

Awarded Rising Star Award for outstanding customer service, then promoted.

Professional Attire Award

October 2015

I was awarded a Professional Appearance Award by the Department of Correction State Louisiana upon my graduation.

Certifications/Licenses

ServSafe

October 2013 to October 2018

ServSafe certified by Restaurant Association

Additional Information

SKILLS:

- Front Desk Receptionist • Supervisor/Management • Customer Service • Insurance Claims
- Inventory/Stock Control • Microsoft Office • Sales/Cashier • Medisoft
- Waiter/Bartender • Malbrook • Correction Officer

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 VocabularyD 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 Chaffing Dish

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

B French Passing

D. Area for dirty dishware and glasses

G 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

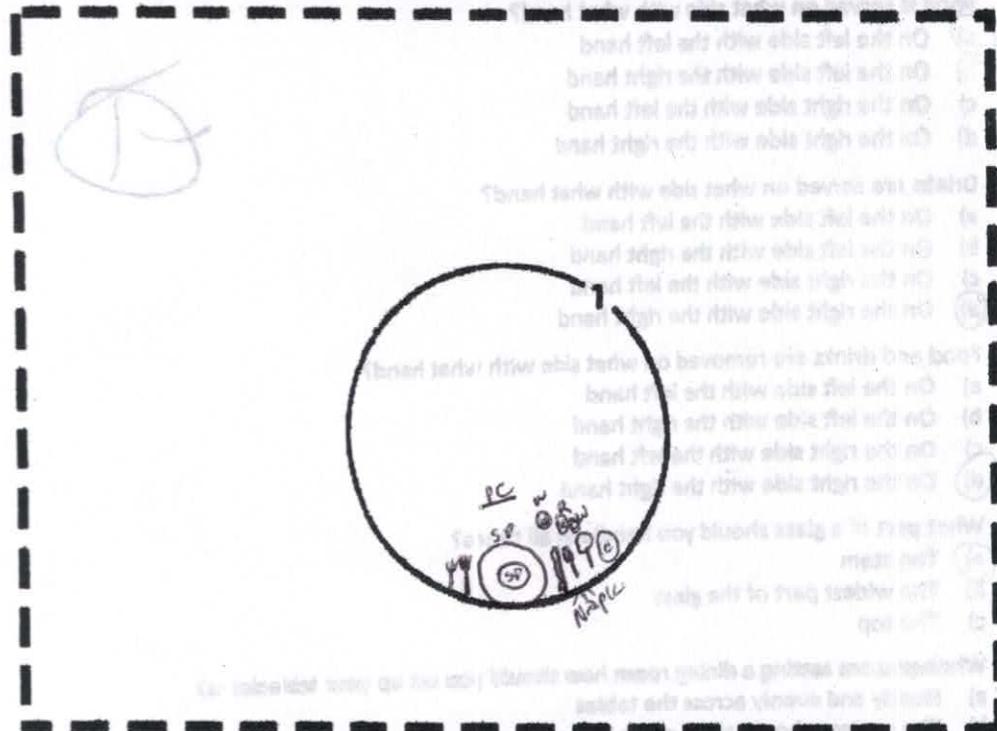
C Tray Jack

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	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

1. The utensils are placed 2 inches from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream + sugar
3. Synchronized service is when: uniformed service - serving table at once
4. What is generally indicated on the name placard other than the name? Name + entree
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? inform kitchen

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 Y

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

-60

Vocabulary (9 points)

Match the word to its definition

H "Straight Up" Y

a.) Used to crush fruits and herbs for craft cocktail making

C Shaker Tin Y

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

K 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"

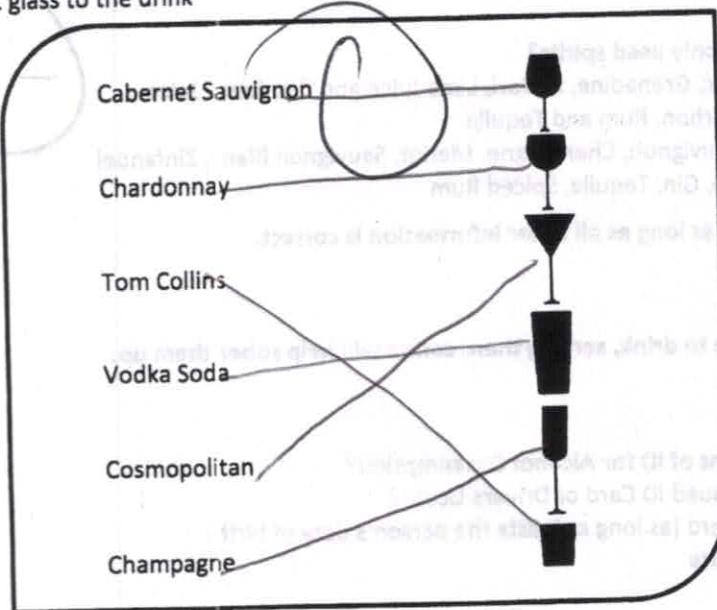
h.) Requesting a separate glass of another drink

F "Back" Y

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,

What are the ingredients in a Manhattan? Whiskey, sweet vermouth + bitters

What are the ingredients in a Cosmopolitan? Vodka + cranberry shaken

What are the ingredients in a Long Island Iced Tea? Vodka, Triple Sec, Gin, lime juice

What makes a margarita a "Cadillac"? Teq, sweet + sour, Triple sec + lime juice

What is simple syrup? Sweetener for drinks - side item

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

No - Marrying

What should you do if you break a glass in the ice? Do Not use

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

What does it mean when a customer orders their cocktail "dirty"? Olive juice, Vermouth

What are the ingredients in a Margarita? Teq, Marg mix garnished with lime