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Experience

RESTAURANTS / RETAIL / HOSPITALITY / VA / DC / ATL

Over 20 years experience in the service and hospitality industry

ANSI Approved California Food Handlers Certification

Sang Jun Thai / VA / Thai cuisine / November 2015—April 2018

Hyatt Hotels / DC / restaurant communications / September 2007—October 2010

The Big Hunt / DC / cocktail lounge / July 2001—September 2007

Du Jour / VA / casual fine dining / May 1999—August 2001

Les Halles / ATL / French bistro / June 1996—March 1999

Provided attentive, courteous, hospitable and outgoing service to guests

Assisted patrons with food and beverage options while offering suggestions and upselling

Communicated with kitchen and hosting staff to keep a steady timing pace in the operation

Remained collected in busy situations, maintaining service in high volume atmospheres

Prepared customer seating areas for dining and hosted sections as needed

Processed dining and retail payments using a variety of computer systems

Bartended, mixing cocktails for bar patrons and staff

Maintained inventory to stock the bar and side stations

Assisted the team with cleaning, sanitation and organization

Executed opening and closing duties independently and as part of a team

DESIGN / DC / SEPTEMBER 2007—OCTOBER 2010

Managed creative department for the Grand Hyatt Hotel and associated restaurant outlets

Adapted to spontaneous nature of the wheel with impromptu solutions to get things done

Formulated concepts through analyzing trends, understanding people, observing response, brainstorming with groups and exploring the surroundings

Designed collateral including restaurant menus, posters, floor plans, maps, signage to maintain the hotel brand

Provided assistance and direction during photo shoots working with freelance photographers and art directors. Executed photo retouching techniques to produce stunning images of renovations, meeting space and restaurants. Shot in-house photography as needed

Wrote copy for websites, external bookings, social media, press releases and collateral to ensure accuracy in streamlined messaging

Developed marketing budget to prioritize projects based on requirements, seasonal events, revenue fluctuations and future forecasts. Held meetings to present and discuss new ideas

Achieved a successful work flow by establishing a checks and balances system. Maximized productivity, awareness and brand impact by creating an all access database

Assessed value of media requests and assisted in negotiating mutually beneficial trades with clients. Established earning potential by creating customized in-house digital displays, maps and graphics to generate revenue from groups

Rebranded hotel event and catering company unifying a fresh identity across physical and emotional points of consumer contact leading to increased visibility

Fostered strong relationships with staff, management and headquarters to gain knowledge and provide unique business solutions. Attended events to represent hotel and socialize

Washington Improv Theater

Trained with people from all walks of life to cultivate improvisational methods and perform live

Transferred intuitive acting skills into everyday life

Creative / Sanity

Music, Acting, Art, Writing, Film, Swimming

FREELANCE / STUDIO / VA / OCTOBER 2010—NOVEMBER 2015

Developed brand identities and collateral for restaurants and small businesses

Designed publications requiring extensive hierarchies to track multiple levels of information

Created floral arrangements for small weddings and cocktail parties

Produced ongoing series of publications for Jim Beam Global Brands

Education

CORCORAN COLLEGE OF ART & DESIGN
BFA Design / DC

VIRGINIA COMMONWEALTH UNIVERSITY (VCU)
Sculpture / Fine Arts / Film History / RVA

EXPERTISE

Macintosh OS X & Adobe Creative Suite

Other

ACTING & FILM

48Hour Film Project (5 seasons)

Gained hands on exposure assisting small acting roles and set designs while collaborating with film industry professionals and local artists

Shot video and edited footage to produce films

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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

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 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 Queen Mary

E Chaffing Dish

B French Passing

G 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)

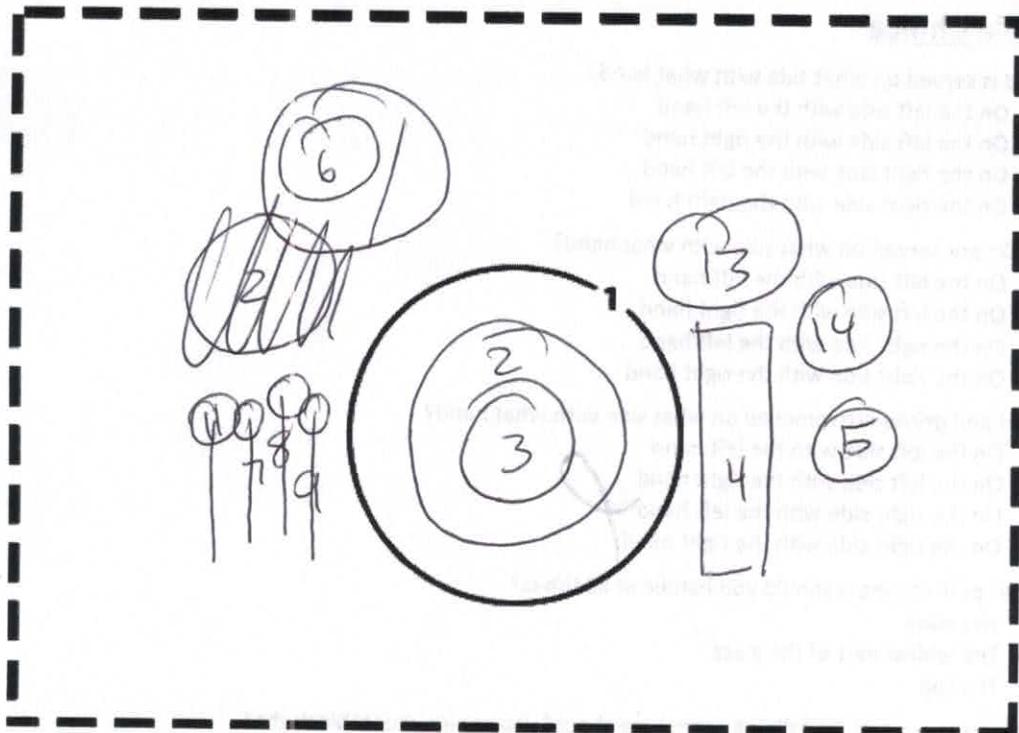
C. Used to hold a large tray on the dining floor

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



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 1-3 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream 3 Sweetener
3. Synchronized service is when: Food is timed with the kitchen or
4. What is generally indicated on the name placard other than the name? Business or association
5. The Protein on a plate is typically served at what hour on the clock? 7pm
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Inform the kitchen

When food is served in timely fashion to large groups

C **Multiple Choice (6 points)**

1) Carbonation _____ the rate of intoxication.

- a) Slows down
- b) Speeds up
- c) Does nothing to

T

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"

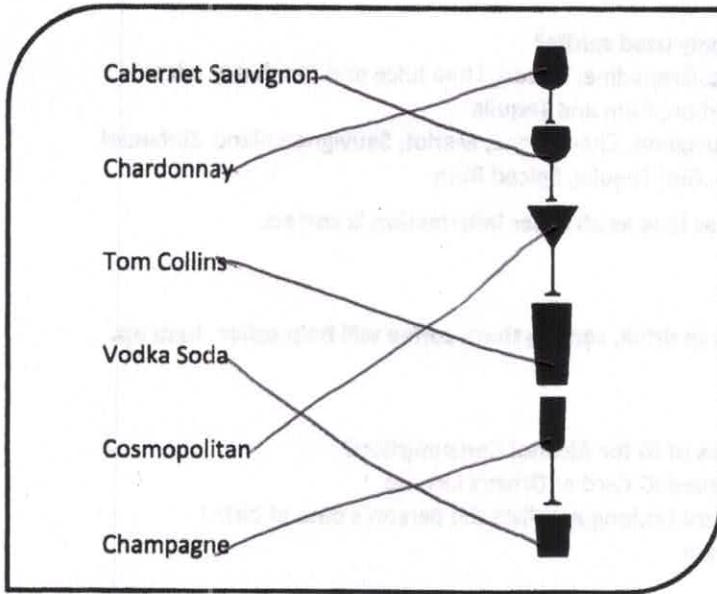
h.) Requesting a separate glass of another drink

H "Back"

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

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):

Ketel One, Belvedere, Patron
(Bitters other)

What are the ingredients in a Manhattan? Rye Whiskey, Sweet vermouth, cherry

What are the ingredients in a Cosmopolitan? Vodka, Cranberry, triplesec, lime

What are the ingredients in a Long Island Iced Tea? Gin, Vodka, rum, tequila, coke, lemon

What makes a margarita a "Cadillac"? Grand Mariner

What is simple syrup? melted/liquefied sugar

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

no, marvins
empty ice bin, clean cooler/replace ice

What should you do if you break a glass in the ice? clean cooler/replace ice

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/mar

What are the ingredients in a Margarita? tequila, lime juice or lime
triple sec -> salt options / mix