

Jillian Fishback

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Education

Master of Business Administration (MBA) — CalUMS, Anaheim, California (2016-2017)

- Founder's Scholarship (Full scholarship)

Master of Arts-English Literature (MA) — Aberdeen University, Scotland (2001-2004)

- Scottish University equivalent of accredited U.S. Bachelor's Degree

Work History

Student Services & Alumni Coordinator

2015-2018

South Baylo University, Anaheim

- Liaison between student body & student councils, alumni & Alumni Association, the school, and the wider Acupuncture and Oriental Medicine community.
- Establishment of South Baylo Career Center & organization of quarterly student events.
- Guidance and career mentor, developing student leadership skills.
- Coordinate graduation events, award ceremonies, career fairs & campus workshops
- Active Member of the Institutional Review Board, Academic Council, Grievance Committee & Campus Safety Committee.

Proprietor

2006- 2015

Go Slow Café, Glasgow Scotland

- Manager of arts café awarded "One of the Best Cafes in Glasgow" by 'The LIST' -- rated 4.5 stars on Trip Advisor & Yelp.
- Dedicated, hardworking restaurant management professional.
- Trained and developed staff for daily planning and operations.
- Responsible for front and back-of-house operations, including customer experience, floor planning and menu development.
- Extensive experience catering parties that frequently served more than 150 guests.
- Organized special events in the restaurant including gallery openings & art exhibitions, private events, promotions and corporate luncheons.

Bartenders Test

Score / 35

Multiple Choice (6 points)

- B 1) Carbonation ~~is~~ 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

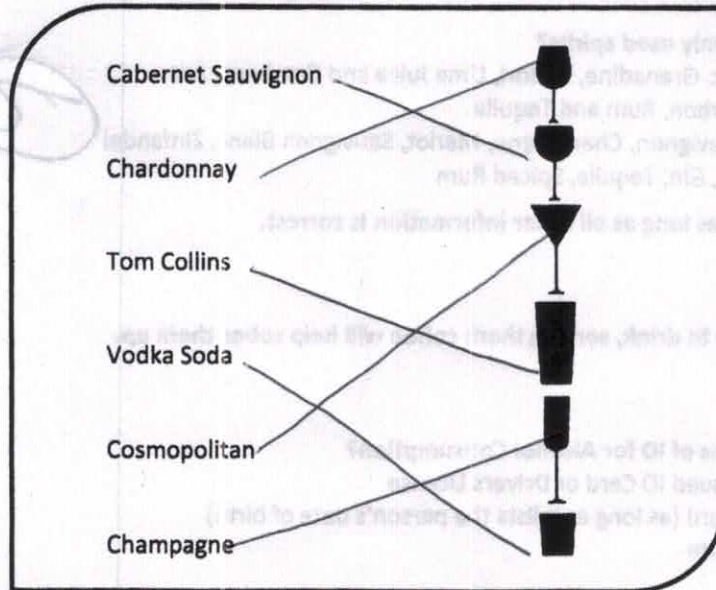
Vocabulary (9 points)

Match the word to its definition

- | | |
|------------------------|---|
| <u>i</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>c</u> "Neat" | e.) 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" | 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): SMIRNOFF, BACARDI, JAMESONS

What are the ingredients in a Manhattan? brangelcherry Rye, vermouth, dash, cherry + orange

What are the ingredients in a Cosmopolitan? Vodka, triple sec, lime juice + cranberry

What are the ingredients in a Long Island Iced Tea? vodka, gin, triple sec, rum, tequila, lime juice, coke (splash)

What makes a margarita a "Cadillac"? GRAND MARNIER TOP / SIDE SHOT.

What is simple syrup? Gomme / sugar syrup → to sweeten.

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

NO (mickey finn?)

What should you do if you break a glass in the ice? Refresh the ice → fully wipe down ice well.

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

What are the ingredients in a Margarita? tequila, triple sec, sweet + sour + lime juice.

Name JILLIAN FISHBACK

Servers Test

Score / 35

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
- 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
- B/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

(depending on situation)

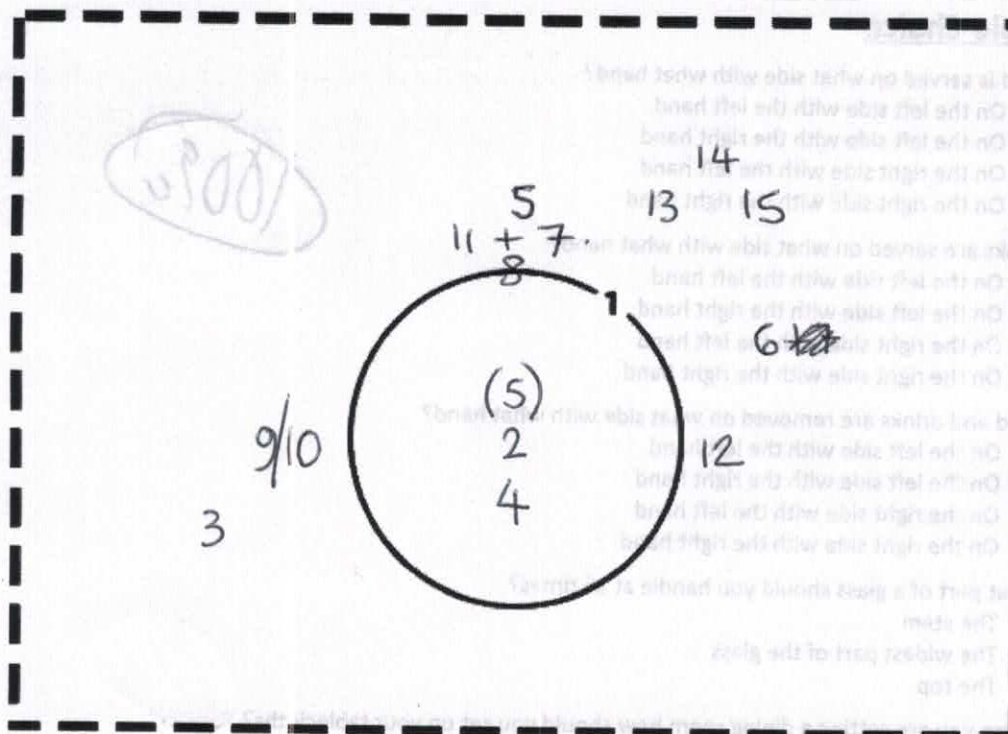
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | <u>B</u> 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) |
| <u>A</u> Chaffing Dish | <u>C</u> Used to hold a large tray on the dining floor |
| <u>G</u> French Passing | <u>D</u> Area for dirty dishware and glasses |
| <u>B</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | <u>F</u> Used to open bottles of wine |
| <u>C</u> Tray Jack | <u>G</u> Style of dining in which the courses come out one at a time |

Name JILLIAN FISHBACK

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 one inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream + sugar
- Synchronized service is when: multiple waiters serve in sync at each table
- What is generally indicated on the name placard other than the name? meal choice/specifics
- The Protein on a plate is typically served at what hour on the clock? 6pm.
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
inform the kitchen, (and lead)