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Orientation
Wed ~~10/10~~ @ 2pm
Sant Link

Objective

To secure a full- time position in a catering, banquet, or hotel environment.

Ability Summary

Adept at anticipating banquet event guests' needs; strong ability to be proactive in ensuring a positive/ memorable experience for the guests throughout the course of banquet event.

Education and Training

1999 Thaddeus Stevens' College Of Technology – Associate's Degree Of Applied Science

Employment History

Server Assistant

20018 Rustic Root Restaurant San Diego, CA

- Assist restaurant servers by performing back duties, such as cleaning and maintaining service equipment, supporting servers in their duties
- Provide exceptional customer service by greeting guests in a friendly and warm manner.
- Maintain and ensure a safe work environment at all times.

Banquet Server/ Banquet Bartender

1999- 2004 The Prado At Balboa Park San Diego, CA

- Prepare banquet room/ space to include setting tables, bars, and/ or beverage stations in place according to client's needs.
- Serve all food and beverages in a timely manner.
- Clear away all dishes and items used, including the linens.
- Ensure the proper storage of all items from equipment to perishable foods.
- Maintain work areas in a clean and orderly fashion.
- Prepare for future banquets by restocking items.
- Provide exceptional customer service by greeting guests in a friendly and warm manner.
- Mix and prepare ingredients to create specialty beverages.
- Accept guests' payments and make change for cash bar purchases, using cash register and/ or credit card machines.

- Oversee other staff members and delegate tasks and/ or duties to maximize time.

Hobbies and Interests

- Very proficient musical Instrumentalist; high interest in martial arts- hold rank of Brown Belt- as well as Quantum Physics

References Available upon Request

Bartenders Test

Score / 35

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

33
94%

Vocabulary (9 points)

Match the word to its definition

C "Straight Up"

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

F 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"

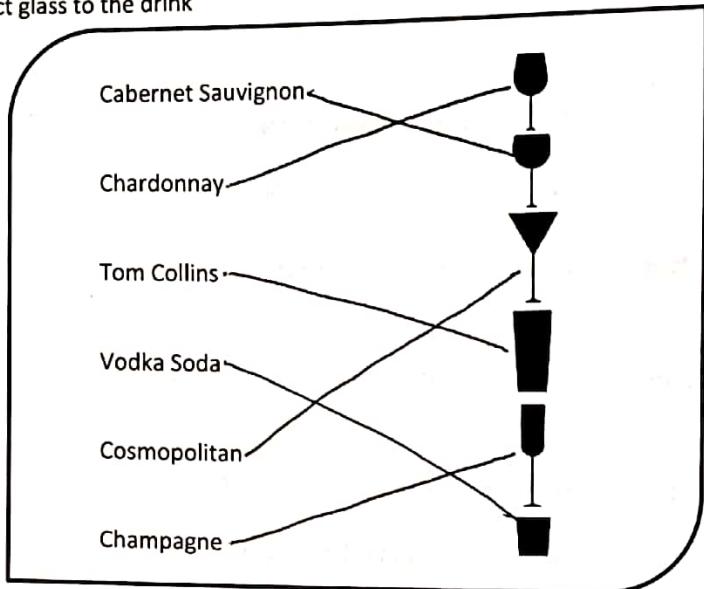
h.) Requesting a separate glass of another drink

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): Grey Goose, Crown Royal, Cuervo

What are the ingredients in a Manhattan? Canadian Whiskey, Sweet Vermouth

What are the ingredients in a Cosmopolitan? Vodka, Cranberry juice, lime juice, simple syrup, (coca twist)

What are the ingredients in a Long Island Iced Tea? Vodka, Rum, Gin, Tequila, Triple Sec, Sweet & Sour, (coca Cola, Lemon twist)

What makes a margarita a "Cadillac"?

What is simple syrup? A mixture of boiled water and sugar, added to drink

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

No - this is called Marrying

What should you do if you break a glass in the ice? Remove ALL of the ice from the bin, melt the remainder with hot water, wipe out the bin, & replace

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

What does it mean when a customer orders their cocktail "dirty"? in the case of a dirty martini, add olive juice

What are the ingredients in a Margarita?

Tequila, Triple Sec, Sweet & Sour, Lime Juice, Lime wedge

Multiple ChoiceA

1) Food is served on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

33

94%

D

2) Drinks are served on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

D

3) Food and drinks are removed on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

A

4) What part of a glass should you handle at all times?

- The stem
- The widest part of the glass
- The top

D

5) When you are setting a dining room how should you set up your tablecloths?

- Neatly and evenly across the tables
- The creases should all be going in the same directions
- The chairs should be centered and gently touching the table cloth
- All of the above

D

6) If you bring the wrong entrée to a guest what should you do?

- Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served
- Try to convince the guests to eat what you brought them
- 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

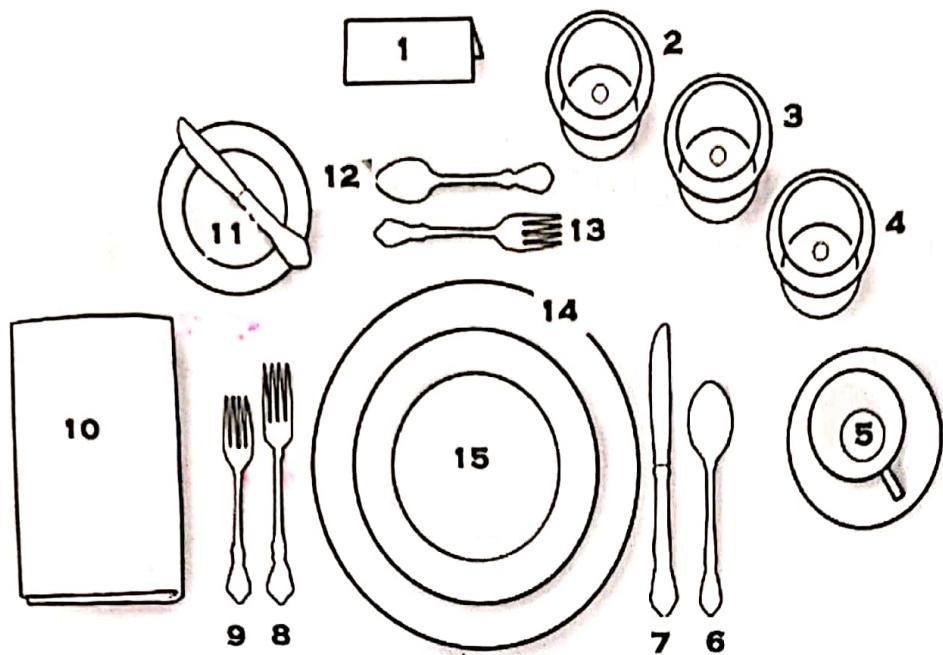
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

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



Score

/ 35

Employee Name:

Match the Number to the Correct Vocabulary

1

Dinner Fork

5

Tea or Coffee Cup and Saucer

7

Dinner Knife

2

Wine Glass (Red)

9

Salad Fork

14

Service Plate

3

Wine Glass (White)

10 Napkin

11 Bread Plate and Knife

1 Name Place Card

6 Teaspoon

13 Dessert Fork

1 Soup Spoon

15 Salad Plate

4 Water Glass

Fill in the Blank

1. The utensils are placed _____ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream, sugar, lemon, tea bag
3. Synchronized service is when: Everyone is served in unison by multiple servers
4. What is generally indicated on the name placard other than the name? Entree choice
5. The Protein on a plate is typically served at what hour on the clock? 6 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Inform the chef