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6602 San Miguel rd, Bonita CA 91902 • (415)684-2322 marlenevalencia@live.com

Marlene Valencia

Objective

Enthusiastic individual who has a degree in photography. Interested in gaining knowledge of the coffee/ food/ beer industry & the media; offering a strong background in communication and technical skills to contribute in providing quality services for customers; works well independently as well as collaboratively in a team environment.

Experience

March 2018- Present

Bean Bar

San Diego, CA

Manager

- Train new team members and educate them in the coffee culture
- Maintaining the store environment and equipment
- Re-stocking inventory and communicating store needs
- Engaging customers and surpassing their needs
- Preparing and serving coffee drinks

Jan 2017- Dec 2017

Buffalo Wild Wings

Chula Vista, CA

Server

- Preparing and serving alcoholic beverages
- Take orders from dinners and recommend appropriate dishes and accompaniments on their behalf.
- Prepared and settled payment bills for the orders served and apportioned any tips equally among all employees.
- Ensure of maintenance of cleanliness in multiple kitchen and restaurant areas. Clean all work stations, equipment, utensils, silverware and ensure they are stored appropriately in accordance to state law

Nov 2017- February 2017

Lofty Coffee Co

San Diego, CA

Lead Barista

- Preparing and servings coffee and other drinks
- Maintaining the store environment and equipment
- Re-stocking inventory and communicating store needs
- Engaging customers and surpassing their needs
- Taking orders and ringing up sales

June 2016- January 2017

Bird Rock Coffee Roasters

San Diego, CA

Barista

- Preparing and servings coffee and other drinks
- Maintaining the store environment and equipment
- Re-stocking inventory and communicating store needs
- Engaging customers and surpassing their needs
- Taking orders and ringing up sales

January 2016- July 2016

Tajima Ramen

San Diego, CA

Server

- Take orders from dinners and recommend appropriate dishes and accompaniments on their behalf.
- Prepared and settled payment bills for the orders served and apportioned any tips equally among all employees.
- Take reservations from guest in person or over the phone
- Ensure of maintenance of cleanliness in multiple kitchen and restaurant areas. Clean all work stations, equipment, utensils, silverware and ensure they are stored appropriately in accordance to state law.

Feb 2015- Feb 2016

Ryan Bros Coffee

San Diego, CA

Barista

- Preparing and serving coffee and other drinks
- Maintaining the store environment and equipment
- Re-stocking inventory and communicating store needs
- Engaging customers and surpassing their needs
- Taking orders and ringing up sales

August 2015- December 2017

Stone Brewing Co

Escondido, CA

Assistant Brewer

- Help out brew all the beer from the company's cellar
- Receive and process raw materials, gather and weigh out malt and hops
- Stage brewing ingredients to keep production running smooth and all beers at optimal quality level
- Ensure maintenance of cleanliness in multiple cellar areas. Clean all work stations, equipment and ensure they are stored appropriately.

April 2015- August 2015

Old Town Tequila Factory

San Diego, CA

Cocktail Server/ Bartender

- Take orders from dinners and recommend appropriate dishes and accompaniments on their behalf.
- Prepared and settled payment bills for the orders served and apportioned any tips equally among all employees.
- Take reservations from guest in person or over the phone
- Ensure maintenance of cleanliness in multiple kitchen and restaurant areas. Clean all work stations, equipment, utensils, silverware and ensure they are stored appropriately in accordance to state law.

May 2014- June 2015

Das Cortez

Tijuana, BC Mx

Lead Barista

- Preparing and serving coffee and other drinks
- Maintaining the store environment and equipment
- Re-stocking inventory and communicating store needs
- Engaging customers and surpassing their needs
- Taking orders and ringing up sales

May 2014- August 2015

Dental Care

Tijuana, BC Mx

Dental Assistant/ Receptionist

- Prepares treatment room for patient by following prescribed procedures and protocols.
- Prepares patient for dental treatment by welcoming, comforting, seating, and draping patient.
- Provides instrumentation by sterilizing and delivering instruments to treatment area; positioning instruments for dentist's access; suctioning; passing instruments.
- Provides materials by selecting, mixing, and placing materials on instruments and in the patient's mouth.

January 2014- April 2014

Stanford Hospital & clinics

Palo Alto, CA

Materials management hospital inventory coordinator

- Examines incoming shipment to verify receipt of the correct type of materials and supplies.
- Unpacks and inspects items for damage/ shortage
- Interacts with customers to review par levels to produce pick letters
- Help the doctors/ nurses with whatever they need and stay in the supply room at all times

Oct 2013- January 2014

Mi Pueblo Food Center

Hayward, CA

Barista/ Bakery Clerk

- Preparing and serving coffee and other drinks
- Take customers orders and provide customer service
- Package, weigh and price bakery department merchandise.
- Other duties common to the bakery department may be assigned by supervisor as needed

June 2013-Aug 2013

Starbucks Coffee

Chula Vista, CA

Barista

- Preparing and servings coffee and other drinks
- Maintaining the store environment and equipment
- Re-stocking inventory and communicating store needs
- Engaging customers and surpassing their needs
- Taking orders and ringing up sales

June 2012- Jan 2013

Federal Café

Barcelona, España

Barista

- Preparing and servings coffee and other drinks
- Maintaining the store environment and equipment
- Re-stocking inventory and communicating store needs
- Engaging customers and surpassing their needs
- Taking orders and ringing up sales

January 2012- Jan 2013

El Gruyense

Barcelona, España

Bartender/ Server

- Take orders from dinners and recommend appropriate dishes and accompaniments on their behalf.
- Prepared and settled payment bills for the orders served and apportioned any tips equally among all employees.
- Take reservations from guest in person or over the phone
- Ensure of maintenance of cleanliness in multiple kitchen and restaurant areas. Clean all work stations, equipment, utensils, silverware and ensure they are stored appropriately in accordance to state law.

May 2011- Sep 2011

Knott's Soak city

Chula Vista, CA

Park Services

- Maintain the park clean
- Sweep the park, clean bathrooms, etc.
- Attend and give a nice welcoming to our guests.

Education

Fall 2012- Spring 2013

Grossmont College

El Cajon, CA

Fall 2010- Spring 2012

Southwestern College

Chula Vista, CA

No degree yet

2005- 2010

Bonita Vista High School

Chula Vista, CA

Geaduated in 2010

Core Competencies & Skills

- Customer Service - Organizational & Time Management - Communications - Critical Thinking - Team Player- Bilingual (English & Spanish)
- Computer Skills: Microsoft Office (Words, Excel, PowerPoint), Google Docs, MAC OSX, Windows XP

References

- Bianca Gutierrez (619) 988-6973
- Michelle Osti (510) 401-7417
- Nick Ghareeb (619) 288-2639

Cashier Test

Score / 15

Orientation
Sat...

A roll of quarters is worth?

- a) \$5.00
- ☒ b) \$10.00
- c) \$15.00
- d) \$20.00

2) A roll of dimes is worth?

- ☒ a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- ☒ d) \$2.00

4) A roll of pennies is worth?

- ☒ a) \$1.00
- b) \$0.75
- ☒ c) \$0.50
- d) \$0.25

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- ☒ c) Point of sales
- d) People over service

6) What is the current sales tax rate in your city _____?

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- ☒ c) \$7.06
- d) \$5.06

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- ☒ b) \$14.50
- c) \$9.50
- d) \$4.50

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- ☒ d) \$12.00

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- ☒ a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

Cashier Test

Score

- A 11) Counterfeit pens should be used on which three denominations?
- a) \$20, \$50, \$100
 - b) \$10, \$20, \$50
 - c) \$5, \$50, \$100
 - d) \$10, \$20, \$50
- B 12) How many times should you count change when giving it to the customer?
- a) one
 - b) two
 - c) three
 - d) no need to count

Question & Answer:

- 13) What is the minimum age for legal alcohol purchases? 21
- 14) What are the acceptable forms of ID for alcohol purchases? State ID / drivers license, passport
- 15) How many \$20 bills are in a bank band? _____

Multiple Choice (6 points)

Bartenders Test

Score / 35

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

 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"

F Shaker Tin

I "Neat"

A Muddler

B Strainer

E Jigger

G Bar Mat

D "Float"

H "Back"

~~A~~ Used to crush fruits and herbs for craft cocktail making

~~B~~ Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

C To serve chilled liquor in a chilled stemmed cocktail glass with no ice

d.) To pour ½ oz of a liquor on top

~~E~~ Used to measure the alcohol and mixer for a drink

~~F~~ Used to mix cocktails along with a pint glass and ice

~~G~~ Used on the bar top to gather spills

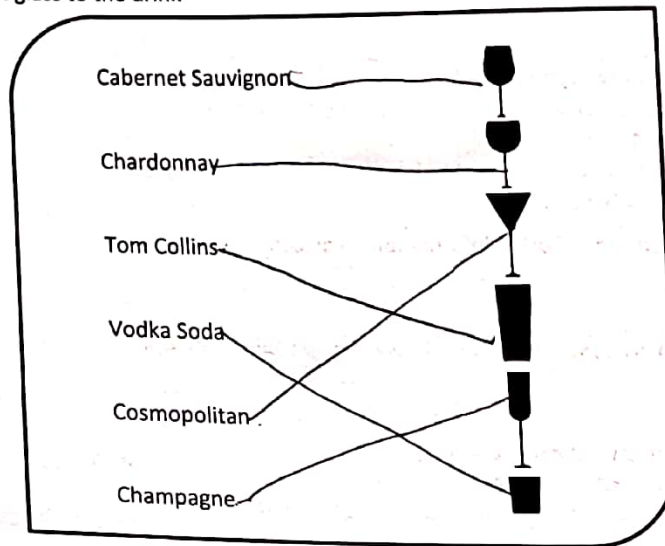
h.) Requesting a separate glass of another drink

~~H~~ Means to serve spirit room temperature in a rocks glass with no ice

Bartenders Test

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): Malibu / Hennessy / Janneton

What are the ingredients in a Manhattan? Rye or Canadian Whiskey, angostura bitters, maraschino cherry

What are the ingredients in a Cosmopolitan? lime juice, cranberry juice, cointreau, vodka

What are the ingredients in a Long Island Iced Tea? Triple sec, vodka, white rum, lemon juice, gin, tequila or rum mix

What makes a margarita a "Cadillac"? TOP shelf tequila ☺

What is simple syrup? The combination of sugar, lemon juice, water.

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

NO, it's called marrying.

What should you do if you break a glass in the ice? clean immediately & toss it

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

What does it mean when a customer orders their cocktail "dirty"? to change the color & some ingredients to the drink.

What are the ingredients in a Margarita? lemon juice, salt, tequila,

Name Marlene Valencia
Servers Test

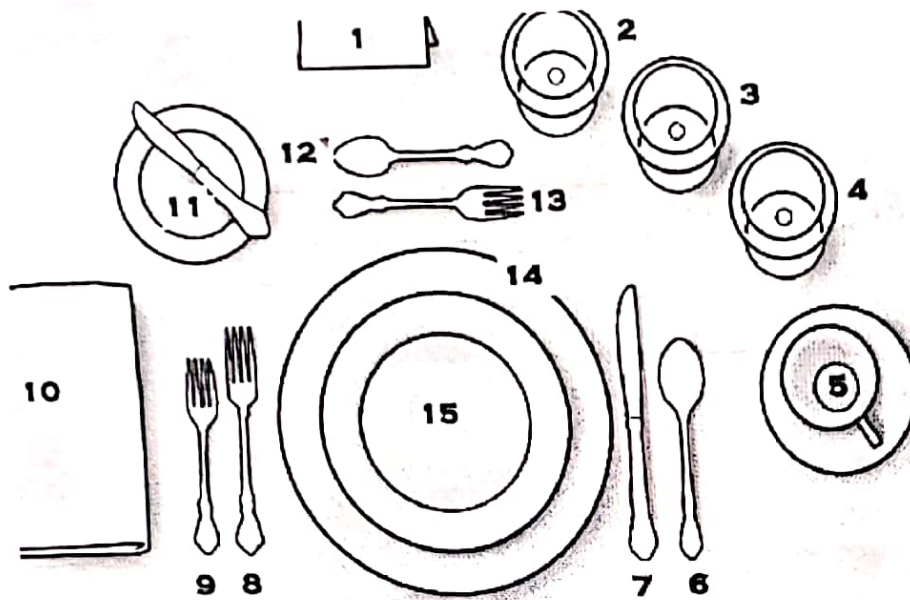
Score / 35

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
- b 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 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

- | | |
|--------------------------|--|
| <u>D</u> Scullery | <u>A)</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>C</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>E</u> Tray Jack | <u>G)</u> Style of dining in which the courses come out one at a time |



Score

Match the Number to the Correct Vocabulary

- 8 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
- 12 Teaspoon
- 13 Dessert Fork
- 6 Soup Spoon
- 15 Salad Plate
- 4 Water Glass

Fill in the Blank

1. The utensils are placed on them inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream, sugar
3. Synchronized service is when: elegant style of service, typically gourmet meals
4. What is generally indicated on the name placard other than the name? primary name, # of group, etc.
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?
Let them ask if there are any allergies involved, then tell the supervisor if there's something on the menu and you know it let them know the choices.