

**RiShay Fant**

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**Objective:**

Seeking a challenging position with an organization, where I can be a member of a team and utilize my exceptional customer service, cash handling, and extensive hospitality experience. I want to grow in the service industry and gain more knowledge to further my expertise.

**Education:**

American Career College, Los Angeles, CA

2014 – 2015

**Billing & Coding Certification (Medical)**

ABC Bartending School

2018

**Bartending & Mixology Certification, Los Angeles, CA**

**Work Experience:**

Hennessey's Tavern, Manhattan Beach, CA

Oct. 2017- Jul. 2018

**Host:**

- Greet and interact with every guest walking by the front of the restaurant.
- Inform potential guest about all of our daily specials for that specific day.
- Maintain positive attitude with guest, staff, and manager.

**Server:**

- Greet and offer drink specials to every table after 1 minute of being seated.
- Maintain a positive attitude the entire time while serving each table.
- Take order from guest and enter into computer with complete accuracy to ensure that there are no mistakes made on ticket, double check with kitchen for order.
- Ensured that if I am the scheduled opener or closer that all of those duties are done properly.

AppleOne Employment Services, Ultimate Staffing, 24/7. (*Various Contract Work: Mosaic Hotel, Wireless Watchdogs, TJX Companies, and Sugarfina Corporate*)

**Customer Service Representative,**

Aug. 2016 – Nov. 2017

- Build and maintain business relationship with clients by providing prompt and accurate service to promote customer loyalty.
- First point of customer contact for general inquiries like pricing, products, scheduling etc.
- Ensure delivery of excellent customer service through fast and accurate processing of orders, communication, and coordinating with other departments to resolve inquiries.

Saddle Ranch Chop House, West Hollywood, CA

Oct. 2015 – July 2016

**Hospitality Manager / Lead Host**

- Managed in-person and telephone guest inquiries (30+ daily), customer service requests, and reservation bookings thru Open Table management software
- Assisted in training new hosts and hostesses on service policies
- Kept records of all retail inventory on a weekly basis

**Skills:** OpenTable experience , Aloha experience, strong communication skills & California Food Handler certified.



**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

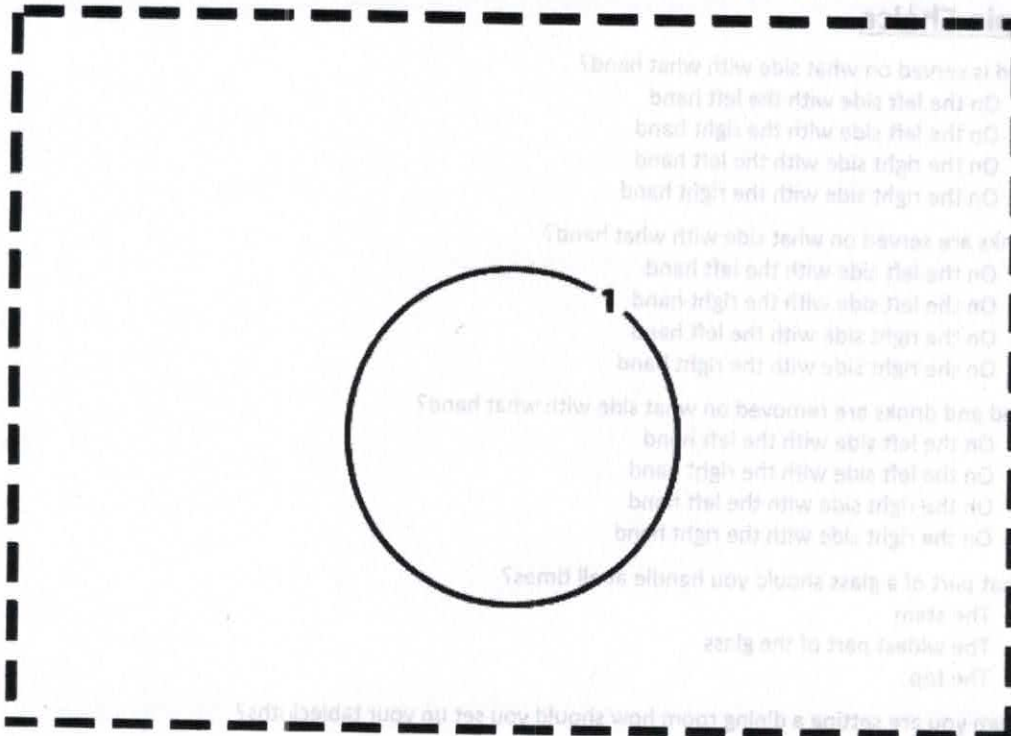
**Match the Correct Vocabulary**

- |          |                 |   |
|----------|-----------------|---|
| <u>E</u> | Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>d</u> | 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) |
| <u>A</u> | Chaffing Dish   | C. Used to hold a large tray on the dining floor  |
| <u>P</u> | French Passing  | D. Area for dirty dishware and glasses  |
| <u>R</u> | Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>f</u> | Corkscrew       | F. Used to open bottles of wine   |
| <u>C</u> | 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**

- The utensils are placed \_\_\_\_\_ inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? tea coffee cup/ saucer, sugar, cream
- Synchronized service is when: \_\_\_\_\_
- What is generally indicated on the name placard other than the name? \_\_\_\_\_
- The Protein on a plate is typically served at what hour on the clock? \_\_\_\_\_
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
tell the kitchen

**Multiple Choice (6 points)**

- C 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
- A 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

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**Vocabulary (9 points)**

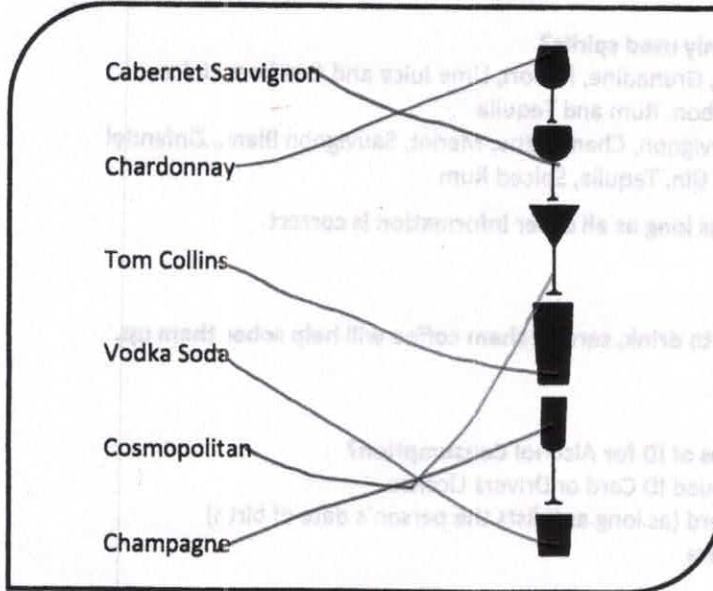
Match the word to its definition

- |                        |   |
|------------------------|---|
| <u>C</u> "Straight Up" | a.) Used to crush fruits and herbs for craft cocktail making                                      |
| <u>P</u> Shaker Tin    | b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>I</u> "Neat"        | c.) 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>n</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): patron, grey goose, belvedere

What are the ingredients in a Manhattan? sweet vermouth, whiskey

What are the ingredients in a Cosmopolitan? vodka, triple sec, lime, cranberry

What are the ingredients in a Long Island Iced Tea? vodka, gin, rum, triple sec, sour, coke

What makes a margarita a "Cadillac"? float of grand marnier

What is simple syrup? water, sugar, lime

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? burn all ice, melt it out

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, lime & sour