

Bennett Koss
benkossokneb@gmail.com
818-649-4561

EDUCATION

UNIVERSITY OF CALIFORNIA, SANTA CRUZ Graduation Date: June 2014
Bachelor of Arts | Philosophy | Concentration in History of Consciousness
Global and International Studies Program | Study abroad in Yokohama, Japan
Researcher | Bruce Initiative on Rethinking Capitalism seminar | 2013
Intermediate Spanish and Japanese

WORK EXPERIENCE

Rasputins Records/Mad Monk Books | 2015 - 2018
Coordinating communication between stores
Customer service, product organizing, involvement in store projects

Vieira Carpentry | 2014 - 2015
Designed and constructed residential and business installations
Managed Scheduling

Los Angeles Zoo Lights | 2014
Set up and broke down equipment for events
Security, Tickets, Clean-up
Customer Service

burger. | 2012 - 2014
Chef
Waiter
Barback

VOLUNTEER EXPERIENCE

KZSC 88.1 | Radio DJ | 2011-2014
DJ a radio show on Fridays from 8:30-10:30
Conducted interviews, Review music
Organizational and collaborative work

Ascensia Homeless Shelter | 2013 - 2014
Established a partnership between Glendale Public Library and Ascensia homeless shelters
Brought donated books to the winter shelter and the family shelter, 1-2 times per week
Fundraising and development for additional programs, IE art classes

Bennett Koss
benkossk@att.net
818-648-4581

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Cashier Test

Score / 15

- b 1) A roll of quarters is worth?
- a) \$5.00
 - ☒ b) \$10.00
 - c) \$15.00
 - d) \$20.00

- a 2) A roll of dimes is worth?
- ☒ a) \$5.00
 - b) \$4.00
 - c) \$3.00
 - d) \$2.00

- d 3) A roll of nickels is worth?
- a) \$8.00
 - b) \$6.00
 - c) \$4.00
 - ☒ d) \$2.00

- a ☒ 4) A roll of pennies is worth?
- ☒ a) \$1.00
 - b) \$0.75
 - c) \$0.50
 - d) \$0.25

- C 5) What does POS stand for?
- a) Patience over standards
 - b) Percentage of sales
 - ☒ c) Point of sales
 - d) People over service

- 9.75% 6) What is the current sales tax rate in your city 9.75 ?

- C 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

- b 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

- d 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

- a 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

+ 13/15

Cashier Test

Score / 15

- 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? Drivers license, state ID, passport
- 15) How many \$20 bills are in a bank band? 50

Multiple Choice

9 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

a 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

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

A Scullery

D Queen Mary

E Chaffing Dish

G French Passing

B Russian Service

F Corkscrew

C Tray Jack

X Metal buffet device used to keep food warm by heating it over warmed water

X 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)

X Used to hold a large tray on the dining floor

X Area for dirty dishware and glasses

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

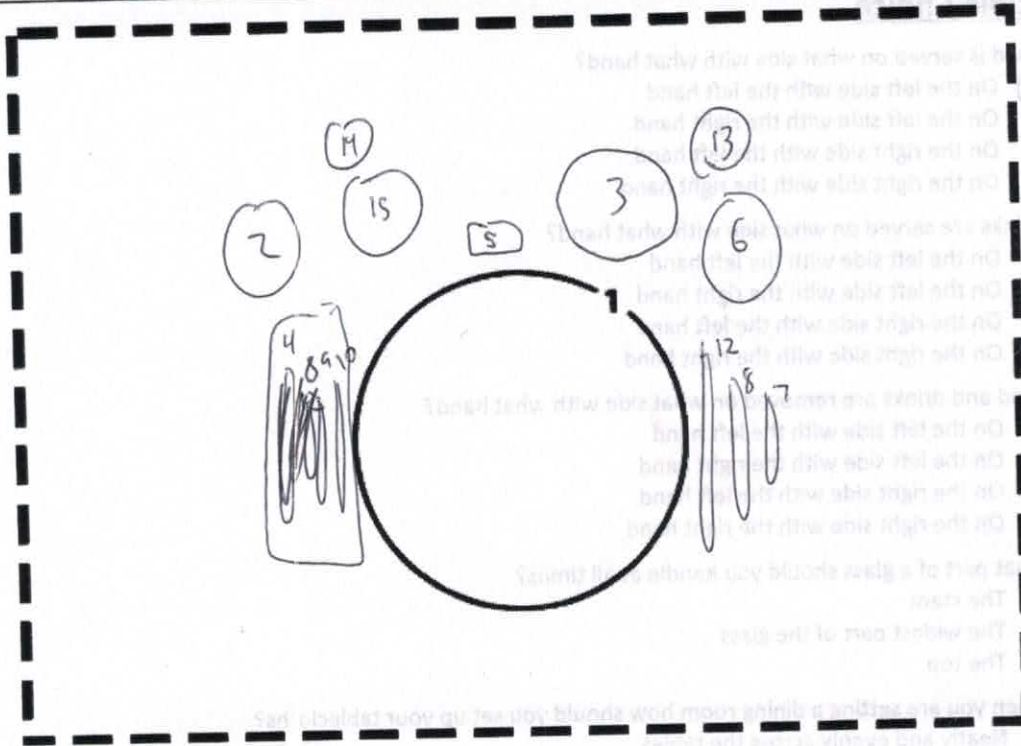
X Used to open bottles of wine

X Style of dining in which the courses come out one at a time

Name Bernie Ross

Servers Test

Score / 35



Draw a formal place setting containing all of the following:

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> 1. Service Plate | <input checked="" type="checkbox"/> 8. Teaspoon | <input checked="" type="checkbox"/> 13. Water Glass |
| <input checked="" type="checkbox"/> 2. Salad Plate | <input checked="" type="checkbox"/> 9. Soup Spoon | <input checked="" type="checkbox"/> 14. Red Wine Glass |
| <input checked="" type="checkbox"/> 3. Bread Plate & Knife | <input checked="" type="checkbox"/> 10. Salad Fork | <input checked="" type="checkbox"/> 15. White Wine Glass |
| <input checked="" type="checkbox"/> 4. Napkin | <input checked="" type="checkbox"/> 11. Dinner Fork | |
| <input checked="" type="checkbox"/> 5. Name Place Card | <input checked="" type="checkbox"/> 12. Dessert Fork | |
| <input checked="" type="checkbox"/> 6. Tea/Coffee Cup & Saucer | <input checked="" type="checkbox"/> 13. Dinner Knife | |

Fill in the Blank

- ☒ 1. The utensils are placed 6 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: all at once
- ☒ 4. What is generally indicated on the name placard other than the name? party
- ☒ 5. The Protein on a plate is typically served at what hour on the clock? on the bar
- ☒ 6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
inform the chef