

ISMAEL (ISH)
RODRIGUEZ

Restaurant Manager



ABOUT ME

I am a native of San Diego who is looking for the opportunity to provide exceptional customer service in the Hospitality Industry. I have over 10 years of F&B experience having worked every position and outlet of a restaurant. From the BOH to FOH, the main focus should be building a solid team that communicates efficiently and works together with one common goal: to create an unforgettable dining experience.

CONTACT ME

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SKILLS & EXPERTISE

Interpersonal communication
Organization and leadership
Dependability and reliability
Time management
Conflict resolution
Accountability
Training
Effective Planning
Customer Service Savvy
Proactivity
Consistency



WORK EXPERIENCE

HOTEL INDIGO SAN DIEGO, CA

2009 - 2012

Lead Bartender

Managed overall operations which included monitoring multicultural staff, supported in organizing schedules and workload for co-workers, and generating drink recipes for different concepts.

KIMPTON HOTEL PALOMAR SAN DIEGO, CA

2012 - 2013

Server/Bartender

Served guests by providing information to help food and beverage selections; presented ordered choices; maintained dining ambience. Prepared beverages for patrons and served them at the bar or through wait staff. Maintained a clean and organized work environment.

HILTON DEL MAR DEL MAR, CA

2013 - 2017

Restaurant Manager

Created a positive customer experience by offering a high level of service. Ensured all staff members interact with guests to learn their needs and surpass expectations. Resolved complaints and customer problems in an efficient and friendly manner with the primary goal of satisfying their needs and continuing to earn their business. Managed operations with integrity, passion, and knowledge while promoting the values and culture of the restaurant.

MORGAN RUN CLUB & RESORT RANCHO SANTA FE, CA

2017 - 2018

Assistant Service Director

Coordinated daily restaurant management operations while providing superior service to maximize customer satisfaction. Maintained the restaurant's revenue, profitability and quality goals. Recruited, trained, supervised and developed restaurant staff including hosts, servers, cooks, bartenders and dishwashers. Provided leadership to staff to ensure compliance with standards as set by the restaurant and applicable government regulations.

SUNDAY 10:00 AM JUN 2012

Name ISMAEL M. RODRIGUEZ
Servers Test Score / 35

Multiple Choice

B

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?

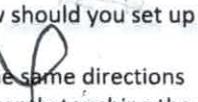
- a) The stem
- b) The widest part of the glass
- c) The top



B

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

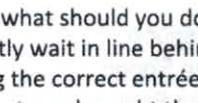
- a) Neatly and evenly across the tables
- b) The creases should all be going in the same directions
- c) The chairs should be centered and gently touching the table cloth
- d) All of the above



D

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

- 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 dinning 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

D

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)

D

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

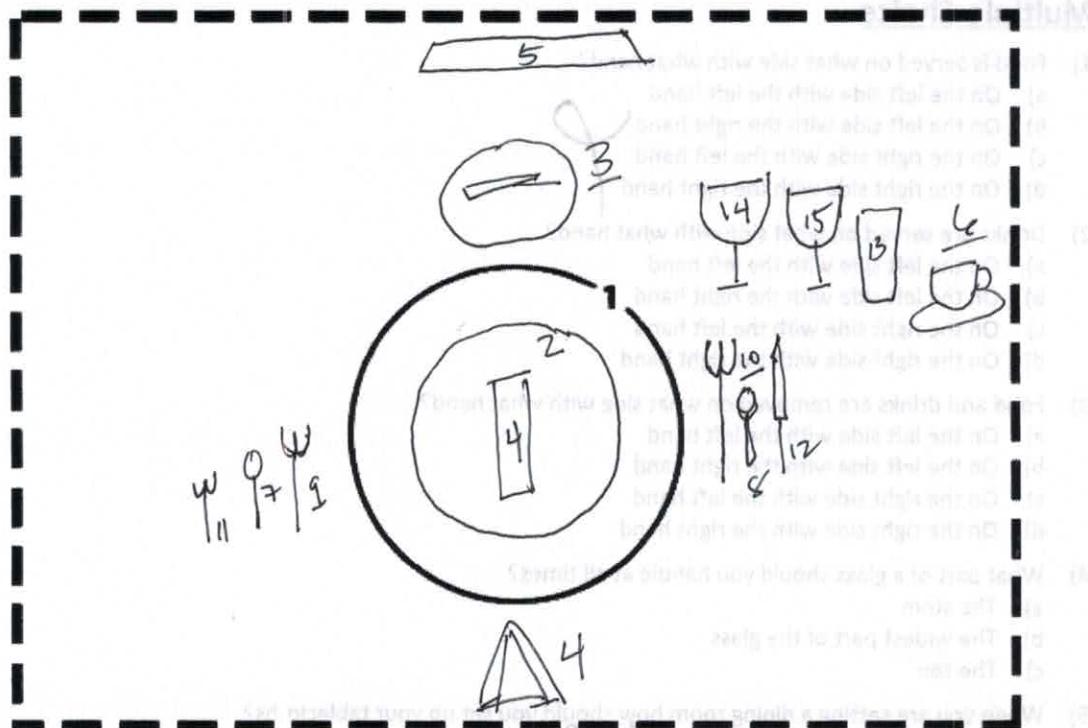
C

Tray Jack

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

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

1. The utensils are placed 1 IN CM inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? 4 O'CLOCK
3. Synchronized service is when: STAFF/FOOD IS READY AT SAME TIME.
4. What is generally indicated on the name placard other than the name? TABLE # (FOOD CHOICE, Poultry, Meat, Fish)
5. The Protein on a plate is typically served at what hour on the clock? 4
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? INFORM CHEF / SOUS / MANAGER

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

Vocabulary (9 points)

Match the word to its definition



"Straight Up"



Shaker Tin



"Neat"



Muddler



Strainer



Jigger



Bar Mat



"Float"



"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 $\frac{1}{2}$ 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

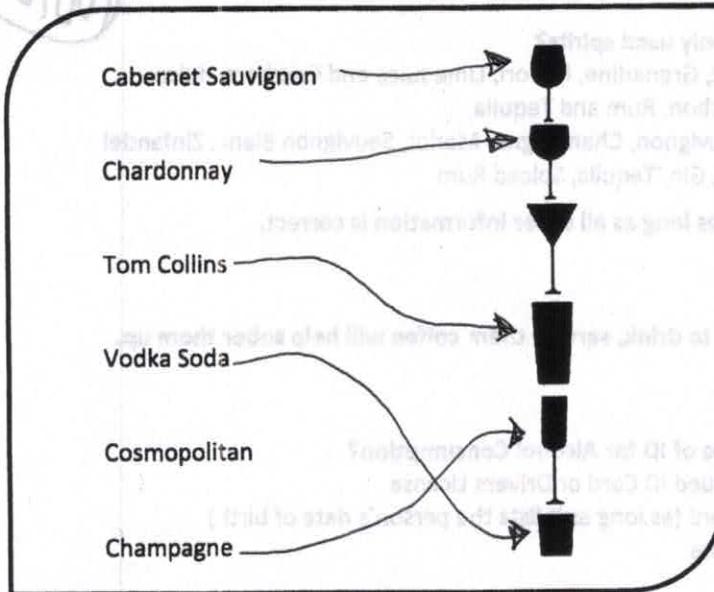
g.) Used on the bar top to gather spills

h.) Requesting a separate glass of another drink

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):

HENDRICK GIN, JOHNNY W BLUE

DON JULIO 1942

What are the ingredients in a Manhattan? BOURBON, SWEETVERMOUTH, BITTERS, MARSHMALLOW CHERRY (ROCKS OR MARTINI) ICE FOR UP.

What are the ingredients in a Cosmopolitan? VODKA, TRIPLE SEC, LIME, CRANB. FOR COLOR. SALT, STRAIN, MARTINI GLS.

What are the ingredients in a Long Island Iced Tea? VODKA, GIN, TEQ, RUM, T. SEC, SPLASH COKE (ICE)

What makes a margarita a "Cadillac"? GRAND MARNIER, OPTIONAL (TOP SHELF INGREDIENTS)

What is simple syrup? EQUAL PARTS H2O & SUGAR (OR TO MAKE THICKER 2P. SUGAR 1P. H2O)

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

STEALING, BAD BUSINESS, UNETHICAL, DUMB

What should you do if you break a glass in the ice? REMOVE GLASS (BIG PIECE IF POSSIBLE CAREFULLY) THEN BURN ICE WELL, GET CLEAN ICE

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 REQUESTED

What are the ingredients in a Margarita? TEQ, COINTREAU, LIME JUICE, SALT RIM, SODA TOPPER OPTIONAL,

- BASIC MARG: TEQ (WELL), T. SEC, LIME JUICE, OJ (SPRAY)
SOUR MIX, SHAKER, STRAIN, OPT. SALT RIM.