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OBJECTIVE

To procure a challenging position within a fast-paced environment where demonstrated leadership, communication, and marketing skills will be used for improving customer service and increasing company profitability

VOLUNTEER EXPERIENCE

Andre House of Hospitality
Goodwill Industries

EXPERIENCE

FRESH+JIVE GRILL - OPERATIONS MANAGER

May 2015 – Present

Obtained many high profile contracts such as Los Angeles Rams and USC Football, in addition to multiple large music festivals (Electric Daisy Carnival, Kaaboo Del Mar, Ozzfest meets Knotfest, Cal Jam, etc)

PANINI'S BAR AND GRILL - LEAD BARTENDER & MANAGER

July 2014 – Nov 2016

Maintained bar sales and liquor orders to effectively maximize profits during time of employment

Generated highest company sales from November 2014-November 2016

STONETOWN RESTAURANT - ASST.MANAGER/TRAINER/BARTENDER

June 2012 – Aug. 2014

CLEATS SPORTS BAR & GRILL BARTENDER/SERVER

April 2007 – Feb. 2011

SKILLS

- ❖ Competent and well-spoken with a confident professional presence, engaging interpersonal skills and a proven ability to communicate effectively and persuasively with diverse personalities
- ❖ Management and integration of a diverse team of associates through the creation and implementation of comprehensive leadership and food service training modules.
- ❖ Demonstration of creativity and organizational abilities while planning large parties to accommodate various budgets and menu features.

EDUCATION

B.A. ORGANIZATIONAL LEADERSHIP

2010 – 2014

OHIO STATE UNIVERSITY

LIFE COACH CERTIFICATION

2013

INSTITUTE for LIFE COACH TRAINING

Bartenders Test

Score / 35

Multiple Choice (6 points)

- C 1) Carbonation _____ the rate of intoxication.
a) Slows down
b) Speeds up
c) Does nothing to
- C 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

C "Straight Up"

F Shaker Tin

I "Neat"

A Muddler

B Strainer

E Jigger

G Bar Mat

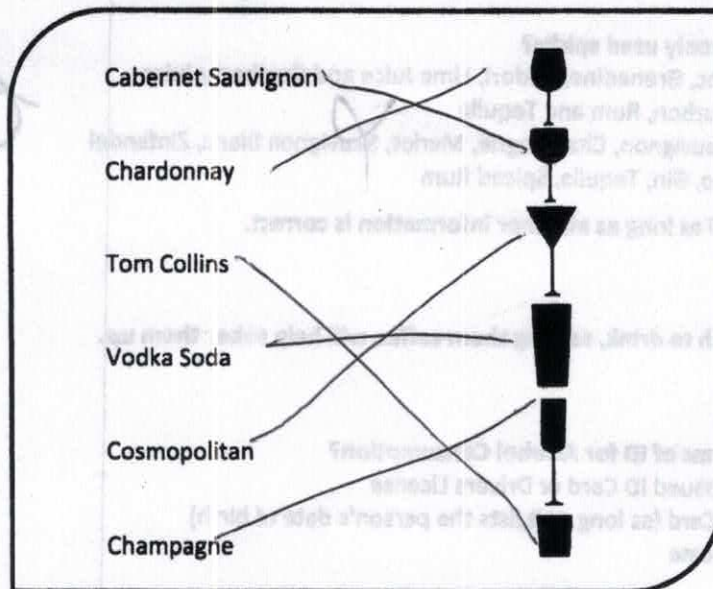
D "Float"

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 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): Belvedere, Knob Creek, Jameson

What are the ingredients in a Manhattan? barkin, sweet vermouth, cherry garnish

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

What are the ingredients in a Long Island Iced Tea? ~~tea~~ vodka, triple sec, rum, gin, (optional) sour mix, pepsi

What makes a margarita a "Cadillac"? Grand marnier

What is simple syrup? sugar + water cooked to make syrup for drinks

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

No - marrying liquor

What should you do if you break a glass in the ice? melt ice and clean

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, sour mix, lime juice

Multiple Choice

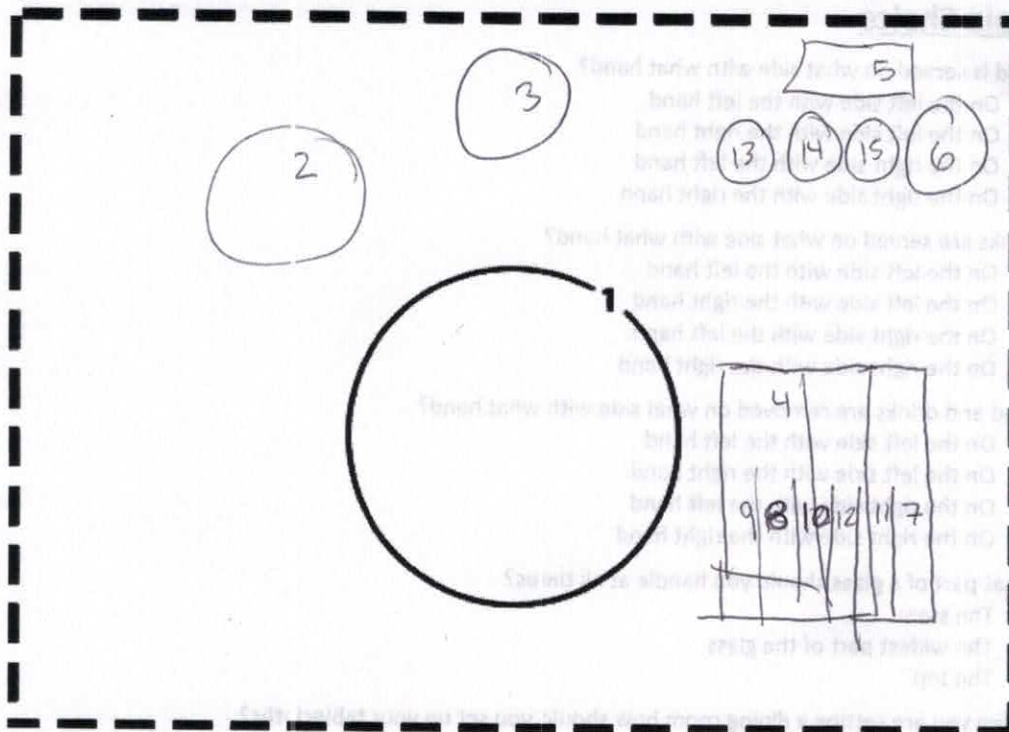
- A 1) Food is served on what side with what hand?
a) On the left side with the left hand
b) On the left side with the right hand
c) On the right side with the left hand
d) On the right side with the right hand
- D 2) Drinks are served on what side with what hand?
a) On the left side with the left hand
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
- 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>E</u> Scullery ✓ | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>B</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>D</u> French Passing ✓ | <u>D</u> Area for dirty dishware and glasses |
| <u>G</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>C</u> Tray Jack | <u>G</u> 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 3 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream and sugar
- Synchronized service is when: food is brought in a timed fashion
- 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? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
inform the expeditor