

HEIDI JOHNSON

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To obtain a position the will utilize my skills and experience in a company for growth and advancement.

EXPERIENCE

SEPTEMBER 2016 – JUNE 2017

STOCK ATTENDANT, CENTER THEATER GROUP, LOS ANGELES, CA

- Inventoried and distributed costumes and related equipment.
- Restocked borrowed and rented to designated storage space upon completion of a production.
- Generated expense reports.

JULY 2014 – JUNE 2015

RESOURCE CENTER MANAGER, LOS ANGELES CITY COLLEGE, LOS ANGELES CA

- Interviewed staff candidates and recruited volunteers.
- Established and nurtured relationships with other agencies to ensure that services are not being duplicated.
- Managed the activities of staff and volunteers.
- Planned and Created budgets for programs, equipment and support services.
- Held community group forums interpreting the purpose, programs and policies of the agency.

FEBRUARY 2005 – JULY 2016

RETAIL SALES MANAGER, VILLAGE FOORWEAR, LOS ANGELES, CA

- Managed employees, inventory and cash receipt reconciliation.
- Interviewed, hired, trained and terminated employees as needed.
- Examined functionality and correct pricing of merchandise.
- Researched consumer demand to effectively stock items in demand.

EDUCATION

JUNE 2015

ASSOCIATES OF LIBERAL ART, LOS ANGELES CITY COLLEGE, LOS ANGELES, CA

Dean's List 2011-2015

President's Honor List 2012-2015

JANUARY 1992

COMPLETED COURSWORK, KENT STATE UNIVERSITY, KENT, OH

Social Committee Chair Delta Sigma Theta Sorority, Inc.

SKILLS

- Effective oral and written communicator.
- Efficient problem solver
- Impeccable interpersonal skills
- Team player and motivator

Bartenders Test

Score / 35

Multiple Choice (6 points)

a 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

FS

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

Vocabulary (9 points)

Match the word to its definition

i "Straight Up" ✓

a.) Used to crush fruits and herbs for craft cocktail making

e Shaker Tin ✓

b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

d "Neat" ✓

c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

a Muddler

d.) To pour $\frac{1}{2}$ oz of a liquor on top

b Strainer

e.) Used to measure the alcohol and mixer for a drink

e Jigger

f.) Used to mix cocktails along with a pint glass and ice

g Bar Mat

g.) Used on the bar top to gather spills

c "Float"

h.) Requesting a separate glass of another drink

h "Back"

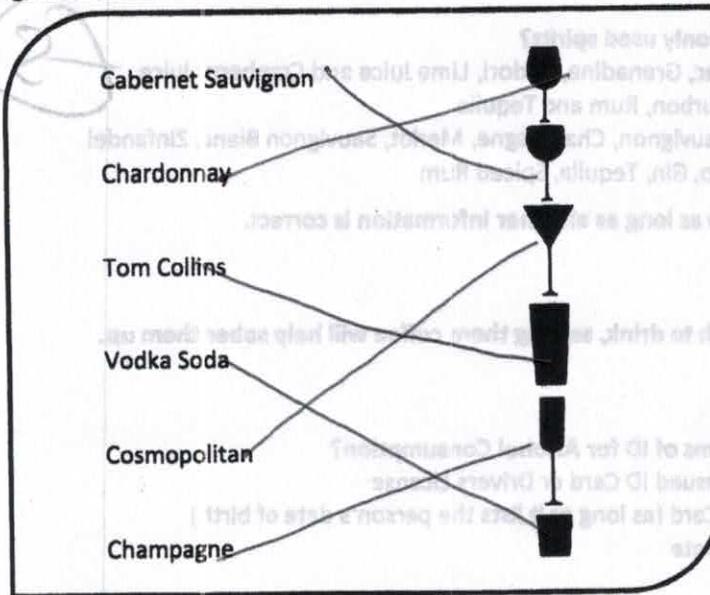
i.) Means to serve spirit room temperature in a rocks glass with no ice

Bartenders Test

Score / 35

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): Hennessee Don Julio Bombay Sap

What are the ingredients in a Manhattan? bourbon, vermouth, bitters

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

What are the ingredients in a Long Island Iced Tea? vodka, rum, gin, tequila, triple sec, coca-cola

What makes a margarita a "Cadillac"? tequila, sweet & sour mix, triple sec, lime juice, grand Marnier

What is simple syrup? sugar & water

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

Yes

marrying the liquors

What should you do if you break a glass in the ice? dispose of the ice

When is it OK to have an alcoholic beverage while working? no

What does it mean when a customer orders their cocktail "dirty"? change the color

What are the ingredients in a Margarita? tequila, sweet & sour, triple sec, & lime juice

can salt the rim of glass

Multiple Choice

d 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

c 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

b 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 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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

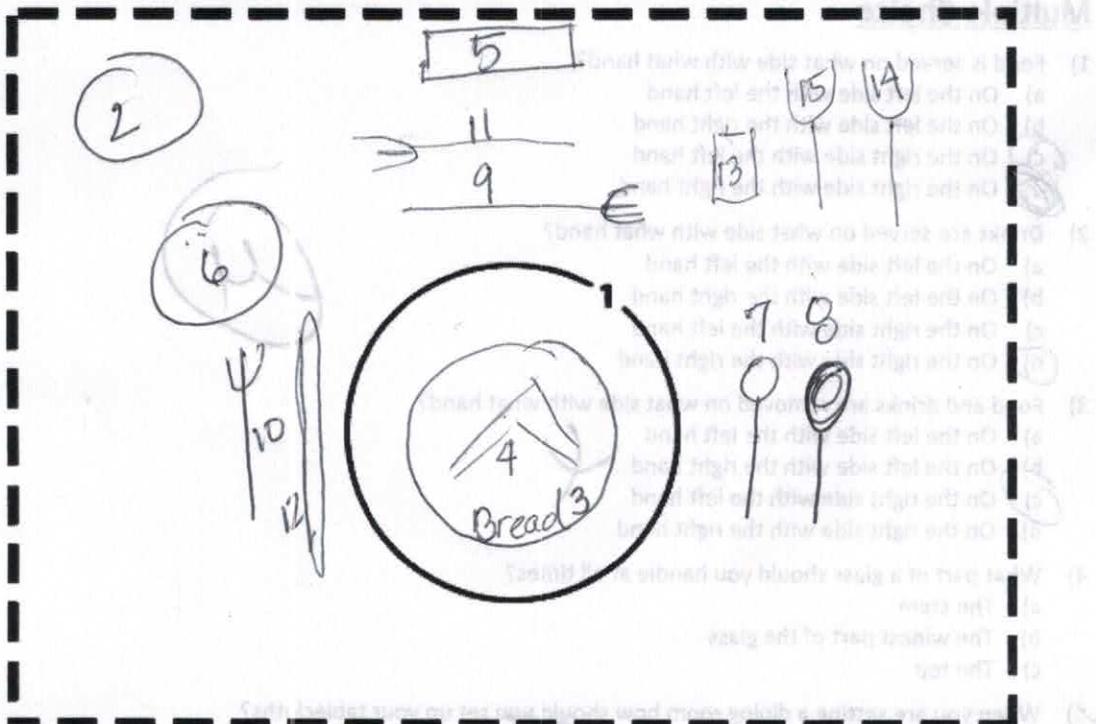
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

E Tray Jack

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



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 2 inches 4 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? sugar & cream

3. Synchronized service is when: work together as a team to serve the meal.

4. What is generally indicated on the name placard other than the name? the dish being served

5. The Protein on a plate is typically served at what hour on the clock? 7 pm

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Inform the Kitchen, after letting the guest know you will take care of their request.