

Renae Sophia Baca  
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Objective: To become a part of a company where my skills & abilities will be used to achieve company & personal goals.

Abilities: Management Experience, excellent customer service skills, highly motivated, positive attitude, hard working & creative. Opening & Closing Procedures for all sales merchandise, inventory, & supervising all employees. Filing & organizing all important documents & paperwork in numerical & alphabetical order. General office skills, data entry, switchboard, faxing, 60-80 WPM, usage of all office machines & programs. Excel, Word, Outlook, Power point, depositing bank drops, balancing drawers & safe on daily basis. Proper phone etiquette, active, reliable, ambitious, cooperative, responsible, & enthusiastic. Multi-tasker, neat, well organized, & team player. Able to handle returns, exchanges & refunds. Able to perform a variety of tasks while in support of assigned responsibilities & problem solving. Have established & maintained excellent relationships with customers & associates. Computer knowledgeable, & Exceeding customers expectations.

Certifications: Food Handlers & Alcohol Certified, 3rd Party Registration Agent

Education: West Mesa High Graduate 2001

Quirk Recording Studio

1482 Argyle Ave Hollywood C.A. 90028

Supervisor: Pulelehua Quirk (808)-386-8883

Position & Duties: (Receptionist- Property Manager)- Kept track of book keeping, filing, & data entry. Sort & distribute incoming/outgoing mail, Answering multiple phone lines, arranging schedules, maintaining client case records, & arranged appointments . Fed Ex, UPS & Package handling required. Received Payments for members which included account adjustments while navigating several programs.

Graham Central Station

4770 Montgomery Blvd. NE Albuquerque N.M. 87110

Supervisor: Michael Barker (505)-883-3041

Position & Duties: (Karaoke Dj /Host & Entertainment Director)-Providing the best quality karaoke in town as well as setting lighting & sound. Greeting & Assisting customers with catalog of requests, distributing prizes, & give a-ways to customers as well as various cleaning duties.

Sadies Of New Mexico Restaurant

15 Hotel Circle NE Albuquerque N.M. 87123

Supervisor: Brad Boatman (505)-296-6940

Position/Duties: (Server/Bartender)- 3 years experience taking orders, serving food & beverages to patrons in dining establishment, collected payment, & use of knowledge with food handling regulations.

References

Ray Izad	3756 Cardiff LA, CA	(310)-598-0229
Lesia Pappas	6990 Nagle Ave LA, CA	(818)-200-8586



*Richard Martinez*

405 N 18St. PHX, AZ

(929)-213-7782



b **Multiple Choice**

1) Food is served on what side with what hand?  
 a) On the left side with the left hand y  
 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 y  
 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 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

a **Match the Correct Vocabulary**

D Scullery

C Queen Mary

A Chaffing Dish

G French Passing

B Russian Service

F Corkscrew

E Tray Jack

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

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)

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

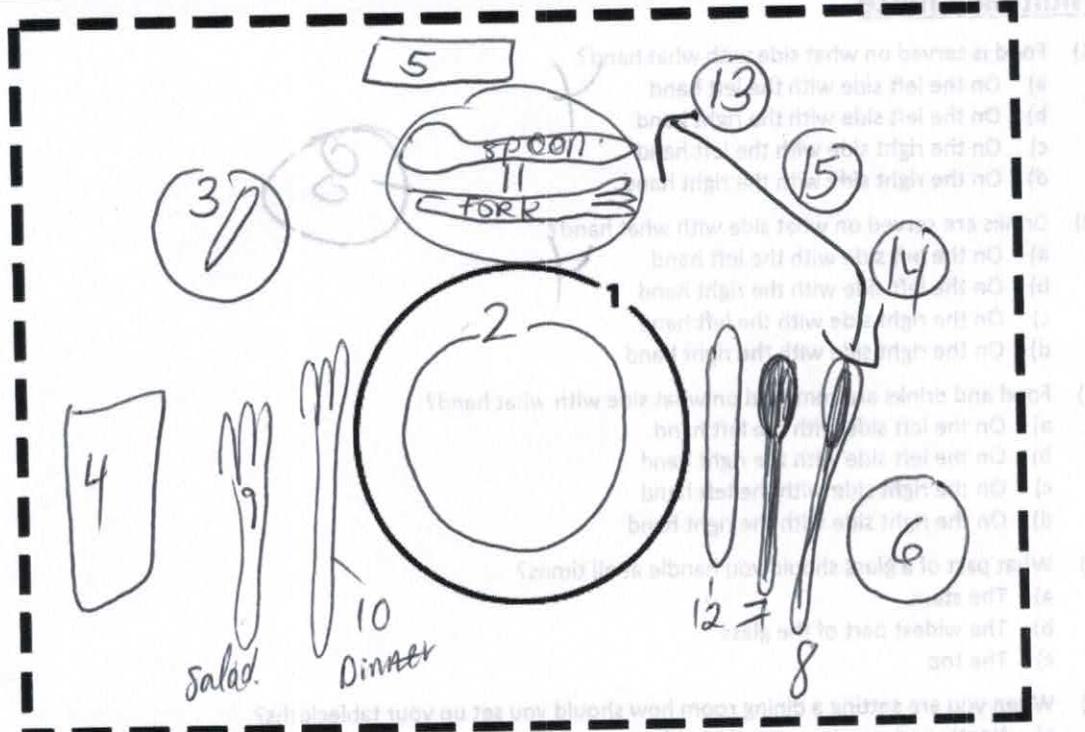
D. Area for dirty dishware and glasses

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

F. Used to open bottles of wine

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

## Servers Test

Draw a formal place setting containing all of the following:

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

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? dessert

3. Synchronized service is when: elegant meals served a same time

4. What is generally indicated on the name placard other than the name? Table #

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

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

notify the kitchen/chef/expediter

**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 N

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

C II "Straight Up"

f II Shaker Tin

I "Neat"

a Muddler

b Strainer

c Jigger

g Bar Mat

g "Float"

b "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

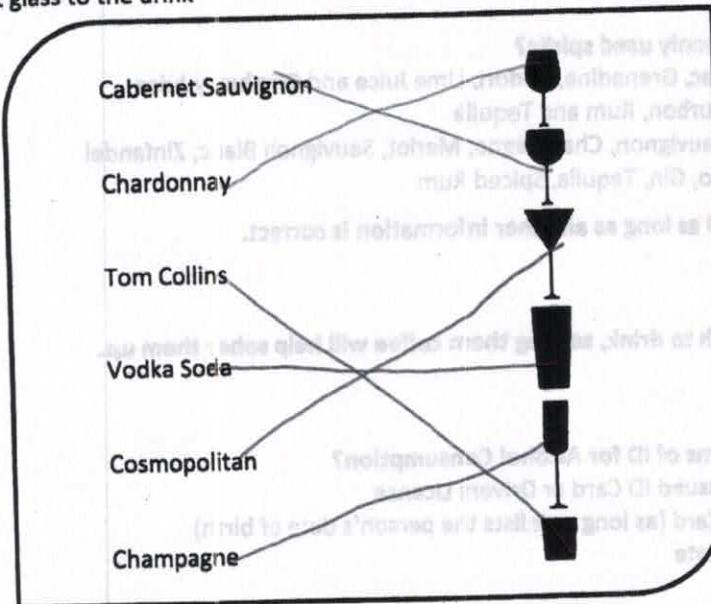
g.) Used on the bar top to gather spills

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):

grey goose, patron, Bombay

What are the ingredients in a Manhattan?

Bitters, Marachino, Vermouth, Whiskey

What are the ingredients in a Cosmopolitan?

Cointreau, cranberry juice, lime, Vodka/citro

What are the ingredients in a Long Island Iced Tea?

gin, Vodka, Triple sec, lemon, syrup.

What makes a margarita a "Cadillac"?

a float of Gran Marnier

What is simple syrup?

Sugar/water

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

NO! liquor transfer

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

remove everything

When is it OK to have an alcoholic beverage while working?

Never - after work

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

- change color - add juice / Brine

What are the ingredients in a Margarita?

(lime juice, simple syrup) Tequila, Salt.  
or Triple Sec.