

ANNAMARIE POLCARO

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Skills Summary

Server, Fine Dining and Beverage

Sales , High end design Furniture

Experience

Name of Employer

Skirball Cultural Center 2701 N Sepulveda Blvd, Los Angeles

Server, Fine Dining , set up, food and Beverage

Knowledge of Food preparation and ingredients

Wine and specialty Beverages.

Exquisite customer service ,Team and individualized attention to detail.

2016-2017

Free Lance Server for Private events

Companies call as need

Food and Beverage

Independent Worker , and Teamwork based.

2016-2017

The Union Street Café

Owned and operated by personal Family

Franklin Massachusetts. (Family retired 2014)

Bar Manager, Server, Bartender.

Specialized in Italian Cuisine, Specialty Beverages

Customer Service and Menu changes.

2000-2014

Ciros Restaurant

Brookline Massachusetts ,

Server , Bartender , Hostess, Manager

5 star Italian Fine Dining

Owned and operated by my Family

We prided ourselves on Customer Service and the Dining Experience.

Each customer was known by name, and we catered to individuals that were considered professional diners. The menu was adjusted to diet needs and restrictions as food was made to order. Also the attention to details , however small , to create the environment of individual Customer satisfaction. Knowledge of food ingredients and preparation was as important as the atmosphere and attitude that customers expected, and at times demanded. As a family we knew the expectations had to be above and beyond just food and service. We formed relationships with our clients, as they returned year after year as our regular clientele.

1984-1999 (sold in 1999)

Jordan's Furniture

1 Underpriced Way

Natick Mass.

Retail Sales and Design

Creating relationship thru customer service excellence and follow up

Accomplishing the goals and needs of each individualized vision for the clients Home.

Handling all Service related issues in a professional, timely, and satisfactory way. Always exceeding "above and beyond" expectations. As a Sales person I was top in my Sales and customer service . I have many awards for Service as I always treated each client as if they were "my only " client. (I still worked my Family's Restaurant during this time)

1998-2004

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

100%

Vocabulary (9 points)

Match the word to its definition

C "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

I "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

S Strainer

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

J 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

D "Float"

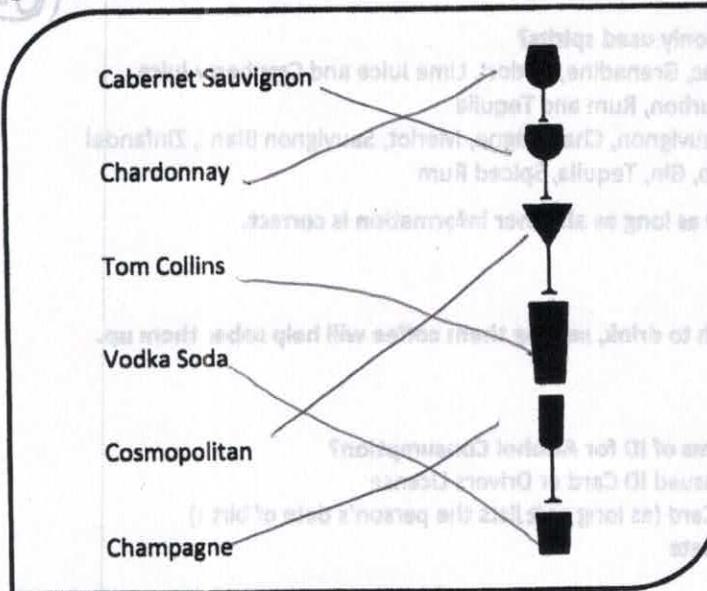
- h.) Requesting a separate glass of another drink

H "Back"

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

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): Remy - Belvedere, Patron

What are the ingredients in a Manhattan? bourbon / whiskey (mudd sweet vermouth cherry)

What are the ingredients in a Cosmopolitan? vod cranberry triple sec

What are the ingredients in a Long Island Iced Tea? vod, gin, rum, (collins mix) shot of cala

What makes a margarita a "Cadillac"? Grand Marnier (also used grand gold)

What is simple syrup? sugar water (reduced sugar Syrup)

Is it legal to pour liquor from one bottle into another? What is this called? (2 points) not legal

marrying bottles

What should you do if you break a glass in the ice? not, fix bar back or cover Ice, pour hot water dissolve Ice, to clean - can get permission to serve from Serv. bu

When is it OK to have an alcoholic beverage while working? Never

What does it mean when a customer orders their cocktail "dirty"? dirty Ice is Ice used to shake
dirty martini includes juice from olives

What are the ingredients in a Margarita?

bas tequila - triple sec or grand ma
lemon lime Marg Mixer juice
salted rim option lime
garnish Fruits

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

✓

4

C

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

✓

4

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

✓

b

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 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

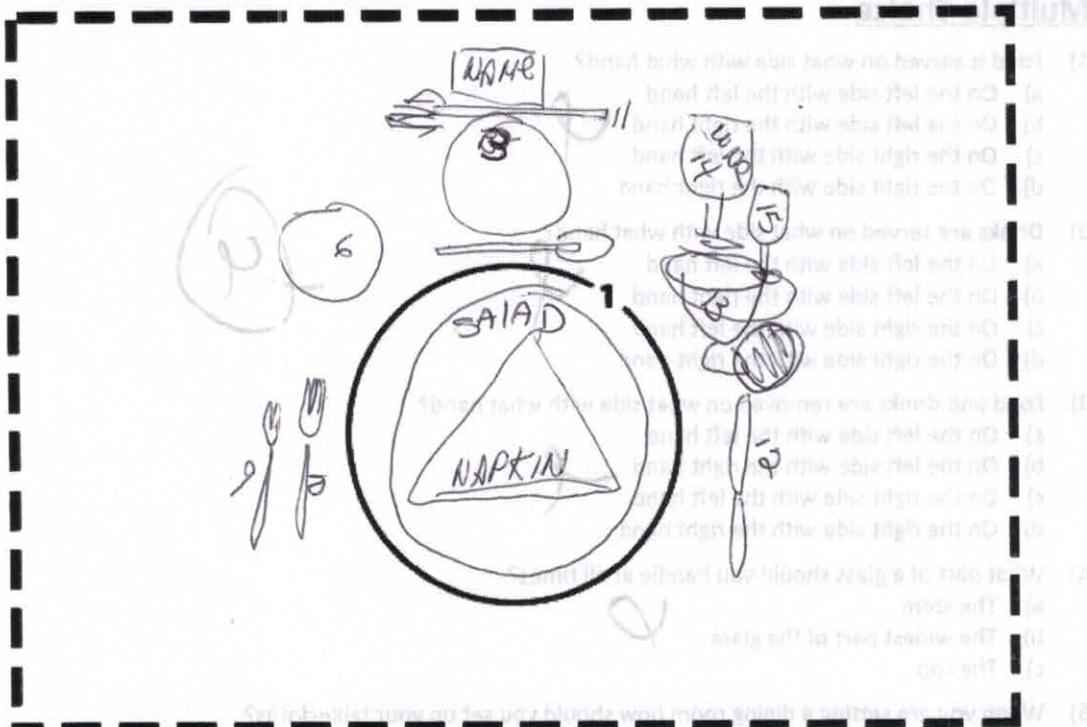
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

C 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 $\frac{1}{2}$ to 1" inch (es) from the edge of the table.

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

3. Synchronized service is when: pre order work with team partner

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? 6:00

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

notify Kitchen for counts