

Grant Speer

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Objective

To obtain a position in customer service.

Experience

Server/Bartender-Au Fudge, West Hollywood, CA February 2017- August 2018

Obtaining knowledge of all wine and cocktails.

Developing positive relationships with co workers and patrons.

Server- Blue Plate Oysterette Los Angeles, CA October 2014 - January 2017

Provide positive and knowledgeable service for all patrons.

Work with coworkers as a team to ensure efficient service throughout restaurant.

Maintain standards of the company to create a positive environment for all employees and guests.

Bartender- Fiesta Cantina West Hollywood, CA January 2012 October 2014

Provide customer service in a fast paced and high volume restaurant. Assisted other servers/runners with tasks ensuring efficient service for all guests.

Education

Los Angeles City College

Skills

Multi Tasking handling multiple clients at a time and balancing tasks for a more efficient work flow.

Good judgement and quick problem solving skills.

Able to work the hours to put in the time to learn and grow in any position of the company.

Great Speech

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To operate a business in a competitive environment

Challenges

Greater understanding of the market and society

Opportunities

Developing positive relationships with the right partners

Challenges

Stable - Blue Chip Companies for Analysts Cx - October 2014 - Janus 2015

Opportunities

Developing positive and productive service for all business

Challenges

Work with customers as a team to ensure efficient service provision

Opportunities

Development

Marketing strategy to sell company to create a positive environment for all

Opportunities

Marketing and products

Challenges

Stable - High Current Ratios At Polymed, Cx - January 2015 - October 2014

Opportunities

Positive character of service in a fast food and high volume environment

Opportunities

Offer services to customers as well as ensuring efficiency for all business

Challenges

For Analysts Cx College

Opportunities

Multi Tasking - providing multiple clients in a timely and professional manner for a

Opportunities

more efficient work flow

Challenges

Good judgment and strict policies for working culture

Opportunities

Types of work the person to put in the time to learn and grow in any position

Opportunities

of the company

Opportunities

Name

Grant Speer

9/19/18

Servers Test

Score / 35

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 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

F 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

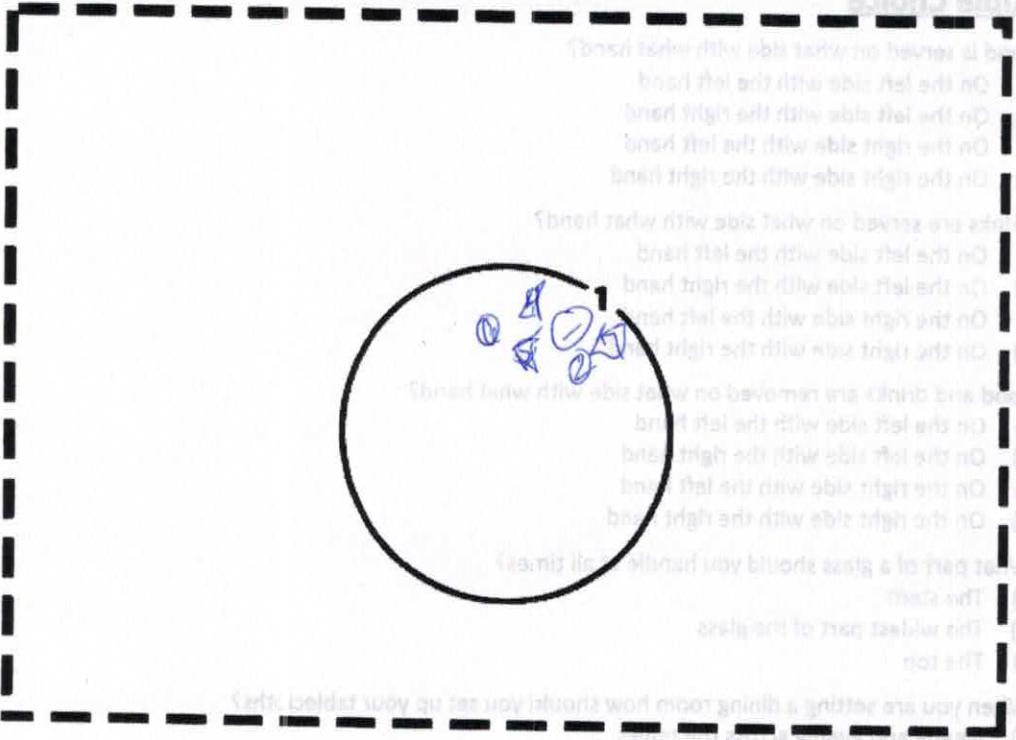
C Tray Jack

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

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

1. The utensils are placed 2 X inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? sugar/cream/lemon
3. Synchronized service is when: Everyone does it at the same time
4. What is generally indicated on the name placard other than the name? _____
5. The Protein on a plate is typically served at what hour on the clock? 6 o' clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Tell kitchen/mayor

Multiple Choice (6 points)

C 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

A 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"

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

F 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

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

P "Float"

- h.) Requesting a separate glass of another drink

R "Back"

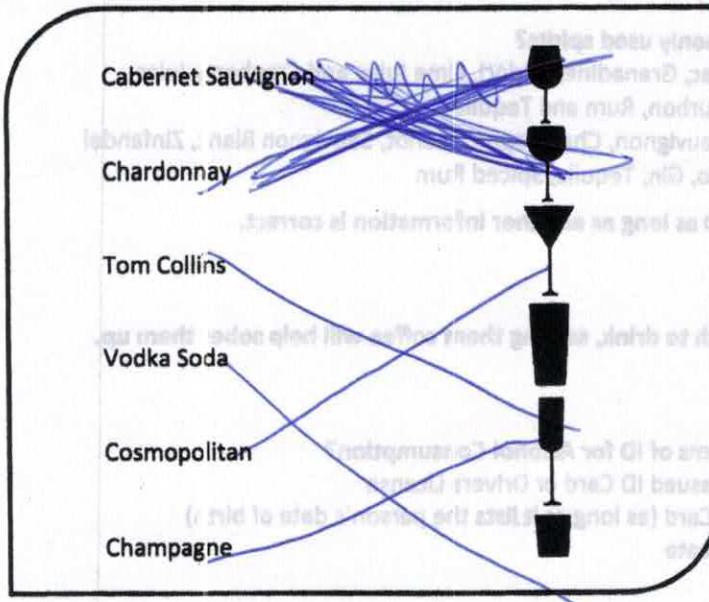
- i.) Means to serve spirit room temperature in a rocks glass with no ice

Bartenders Test

Score / 35

Glassware (6 points)

Match the correct glass to the drink



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Answer and Question (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points): Goose / Hendrick's / Casa Noble

What are the ingredients in a Manhattan? Vermouth, Bourbon,

What are the ingredients in a Cosmopolitan? Splash cay, Lime, vodka, triple

What are the ingredients in a Long Island Iced Tea? Vodka, Grey, Tequila, triple, sweet sour, Splash, lime

What makes a margarita a "Cadillac"? Float Grand orange amaretto

What is simple syrup? Sugar water

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

Massing Bottles, No

What should you do if you break a glass in the ice? Smash the ice, whip out well,

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

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

What are the ingredients in a Margarita? Tequila, Lime, agave (simple)