

Kelly L Prendiville

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Related Experience:

Ocean Institute

Nov 2016 - present

Program Lead

- Manage dining hall
- Customer service – tend to public's needs as they arise

YMCA Camp Surf

Mar 2016 - Oct 2016

Outdoor Education Instructor

- Manage dining hall
- Customer service – tend to public's needs as they arise

Five Rivers Environmental Education Center, NYS Dept. of Environmental Conservation, Delmar NY

January 2011 – November 2011

Student Conservation Association, AmeriCorps volunteer – Environmental Educator

- Customer service – tend to public's needs as they arise

Rogers Environmental Education Center, NYS DEC, Sherburne NY

September 2010 – November 2010

Naturalist Intern

- Customer service – tend to public's needs as they arise
- Handle cash

Border's Bookstore

November 2009 – January 2011

Barista

- Fulfill customer orders
- Restock all supplies
- Clean back and front of house
- Rotate perishable items
- Prepare and throw out perishable items as needed

American Cruise Lines

June 2009 – October 2009

Steward

- Set up and clean up dining room
- Serve guests
- Clean staterooms and public areas
- Attend to various guest needs as they arise

Black Bear Pub, Orono ME

January 2008 – May 2009

Server

- Greet and seat guests
- Take orders
- Run food
- Handle cash
- Pour beer and wine
- Attend to various guest needs as they arise

Animal Adventures, Bolton MA

June 2006 – August 2006

Camp counselor, tour guide

- Customer service

Friendly's Restaurant

- Greet and seat customers

*Pam used
Send link*

Barista Test

- C 1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?
- a) 20 minutes
 - ☒ b) 30 minutes
 - c) 60 minutes
- b 2) What are the basic ingredients of a Latte?
- a) Milk, Espresso, Whipped Cream
 - b) Espresso, Steamed Milk
 - c) Water, Espresso, and Foam
- C 3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?
- a) 2 minutes
 - ☒ b) 4 minutes
 - c) 5 minutes
- C 4) When steaming milk for a beverage, what temperature should you steam the milk to?
- ☒ a) 150-160 degrees
 - b) 190-200 degrees
 - c) 120-130 degrees
- a 5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?
- a) 8 seconds
 - b) 20 seconds
 - ☒ c) 10 seconds
- C 6) What do you do if a customer says their latte does not taste like there is espresso in it?
- a) Tell them you made the drink according to the recipe so it should be fine
 - b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
 - c) Apologize to the customer and remake their drink according to standards
 - d) Walk away and have another barista remake their drink
- b 7) You can re-steam milk _____?
- a) Only Once
 - b) Never
 - c) Sometimes
 - d) Always
- C 8) What is the proper ratio of coffee grounds to water?
- a) 2 Tablespoons coffee to 6oz water
 - b) 2 Tablespoons coffee to 8oz water
 - c) 1 Tablespoon coffee to 6oz water
 - d) 2 Teaspoons coffee to 8oz water
- C 9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?
- a) Make their drink with regular milk and hope they do not notice
 - b) Apologize and ask the customer to come back tomorrow
 - c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
 - d) Inform your manager we are out of soy

Barista Test

Score

b 10) Decaffeinated coffee is 100% caffeine free?
a) True
b) False

c 11) What are the basic ingredients in a cappuccino?
a) Coffee, Milk, Foam
b) Espresso, Foam
c) Espresso, Steamed Milk, Foam
d) Espresso, Cream, Foam

a 12) What is a café au lait?
a) Coffee, Steamed Milk
b) Coffee, Cold Milk
c) Coffee, Cream, Sugar
d) Espresso, Cold Milk

c 13) What does "half caf" mean?
a) Half cream and half regular milk
b) Half as much coffee as normal
c) Half regular and half decaf coffee

b 14) What does it mean when a customer requests their cappuccino "dry"?
a) Less milk and more foam
b) No milk and lots of foam
c) Extra foam
d) No foam and no milk

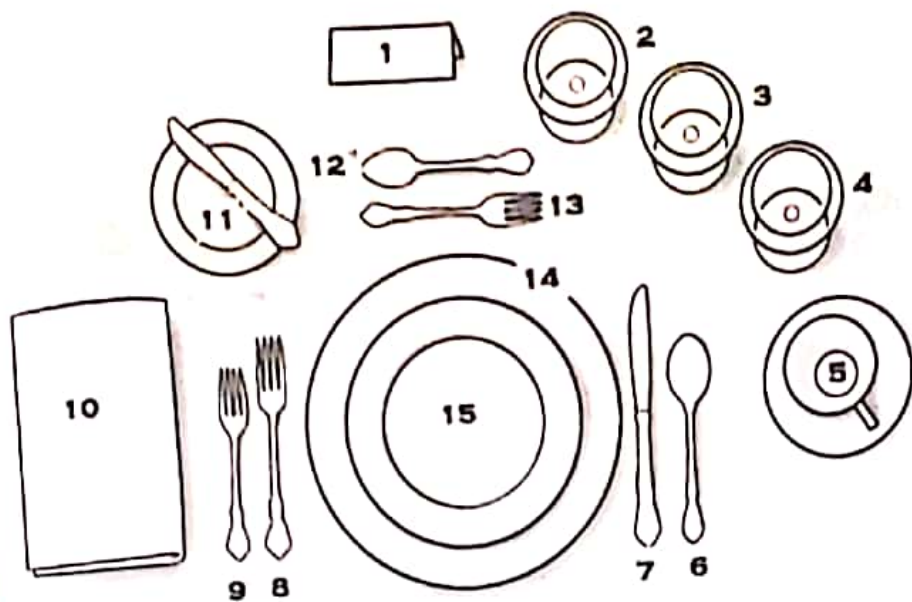
b 15) What is an Americano?
a) Regular drip coffee
b) Espresso with water
c) Coffee with cream
d) Iced coffee

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
- 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 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>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>G</u> 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) |
| <u>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>E</u> French Passing | D. Area for dirty dishware and glasses |
| <u>B</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F. Used to open bottles of wine |
| <u>C</u> Tray Jack | G. Style of dining in which the courses come out one at a time |



Score / 35

Match the Number to the Correct Vocabulary

- 8 Dinner Fork
- 5 Tea or Coffee Cup and Saucer
- 7 Dinner Knife
- 4 Wine Glass (Red)
- 9 Salad Fork
- 14 Service Plate
- 3 Wine Glass (White)

- 10 Napkin
- 11 Bread Plate and Knife
- 1 Name Place Card
- 12 Teaspoon
- 13 Dessert Fork
- 6 Soup Spoon
- 15 Salad Plate
- 2 Water Glass

Fill in the Blank

1. The utensils are placed two inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream and sugar.
3. Synchronized service is when: all tables are served at the same time.
4. What is generally indicated on the name placard other than the name? table seat.
5. The Protein on a plate is typically served at what hour on the clock? 3.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Inform the chef