

**To work in a team-oriented environment where I can utilize my customer service ,hospitality and bartending skills.**

**Experience:**

**Historic Culver Hotel**

**Culver City , CA**

**5/18- present. Bartender**

- prepare classic and crafted Signature cocktails.
- Maintained the highest standard for a pleasant dining/ private party experience.
- Acted as a liaison between management, servers, kitchen staff and guests.
- worked special events, weddings,birthday parties, business meetings and dinner parties.

**Micheal Mina's International Smoke**

**San Francisco, CA**

**8/17- 5/18 Server**

- Provide quality customer service to high profile clientele.
- provide recommendations, assistance and information about the menu and daily specials.
- maintained cleanliness and a high level of hospitable service.
- fostered Strong working relationships with Head Chefs and kitchen staff.

**BRINKLEY'S RESTAURANT**

**Soho, NY**

**02/14-11/17 Server/Bartender**

- Shift lead for ten servers in a high volume atmosphere.
- Provided quality customer service, accurate order processing, and dynamic problem solving.
- Prepared signature alcoholic beverages for restaurant guests.
- Conducted wine/craft beer knowledge and new farm to table menu courses with an emphasis on locally and responsibly sourced ingredients.

**HEARTLAND BREWERY**

**Times Square, NY**

**12/12-11/14 Bartender**

- Present menus to patrons and answer questions about menu items, making recommendations upon request in a 150+ seat restaurant.
- Operated POS system terminals to input customer orders, swipe credit cards, and enter cash amounts received.
- Served food and beverages to patrons, and prepared or served specialty dishes at tables as required.

**Education**

**CLARK ALANTA UNIVERSITY**

**Atlanta, GA**

**2001**

**Mass Media Arts**

**Skills**

**Food Protection Certificate , Micros Experience, Aloha Experience, T.I.P.S Certification**

## References

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**Bartenders Test**

Score 32 / 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

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

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

T "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

D "Float"

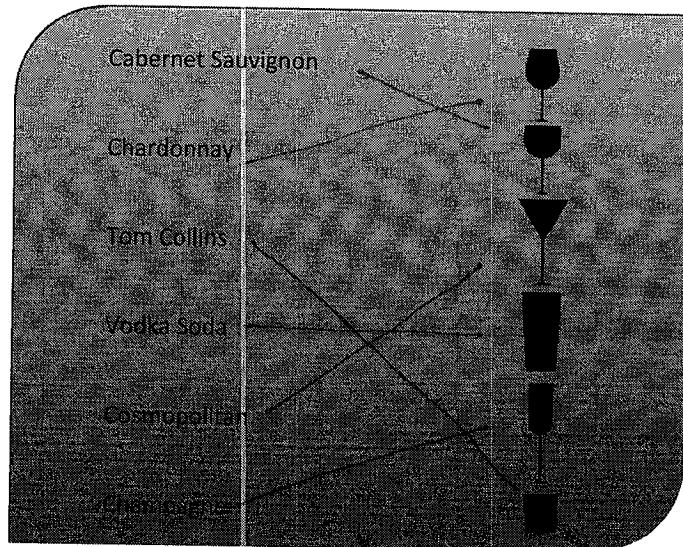
- h) Requesting a separate glass of another drink

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): Ketel 1 Vodka, Glen Fidich, Glenlivet

What are the ingredients in a Manhattan? Cranberry Juice, Vodka, lime, triple SEC

What are the ingredients in a Cosmopolitan? Bourbon, Simple Syrup, Cherry

What are the ingredients in a Long Island Iced Tea? Vodka, Gin, Rum, Tequila, triple SEC, Coke, Lemon

What makes a margarita a "Cadillac"? The addition of 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)

No it is illegal, Mixing the Bottles

What should you do if you break a glass in the ice? Melt all the ice, clean out the place the ice was

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

What does it mean when a customer orders their cocktail "dirty"? the addition of Olive Juice

What are the ingredients in a Margarita? Tequila, lime, Simple Syrup, Grand Marnier

**Servers Test**

**Multiple Choice**

D 1) Food is served on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

A 2) Drinks are served on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

A 3) Food and drinks are removed on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

A 4) What part of a glass should you handle at all times?

- The stem
- The widest part of the glass
- The cap

D 5) When you are setting a dining room how should you set up your tablecloths?

- Neatly and evenly across the tables
- The creases should all be going in the same directions
- The chairs should be centered and gently touching the table cloth
- All of the above

D 6) If you bring the wrong entrée to a guest what should you do?

- Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
- Try to convince the guests to eat what you brought them
- Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

16  
83%

**Match the Correct Vocabulary**

D S Sillaby

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

E Q 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 C Chaffing Dish

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

B F French Passing

D. Area for dirty dishware and glasses

C R Russian service

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

F C Corkscrew

F. Used to open bottles of wine

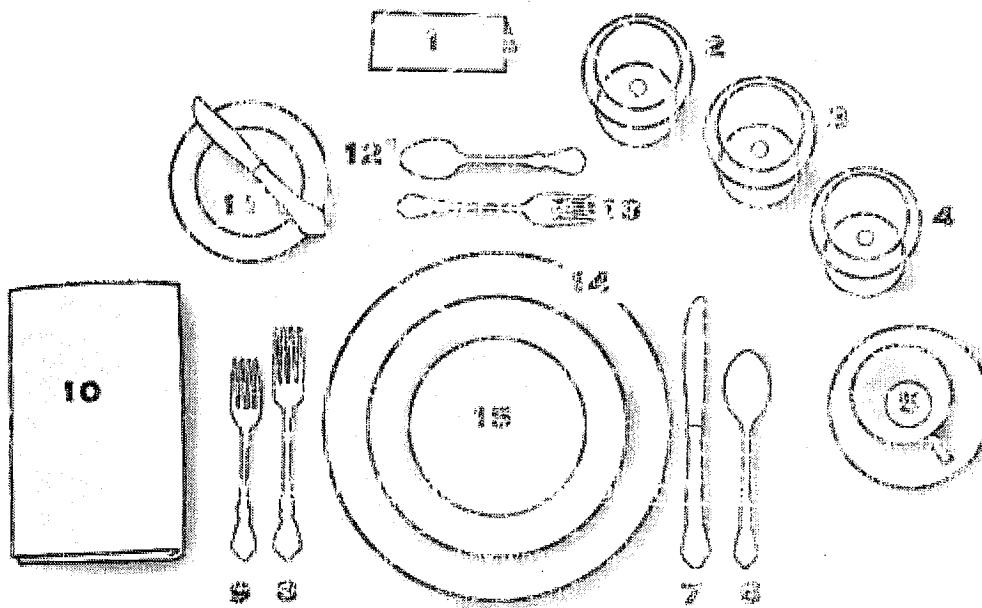
C T Tray Jack

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

Name Jean Farnau

**Servers Test**

Score / 35



**Match the Number to the Correct Vocabulary**

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>2</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>4</u>	Service Plate
<u>15</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>9</u>	Water Glass		

**Fill in the Blank**

1. The utensils are placed 3 inches inch(es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar, Cream, milk.
3. Synchronized service is when: Each Guest is Served at the same time.
4. What is generally indicated on the name placard other than the name? Entree choice.
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? Head to the Captain on duty & tell them about the Guest Special Request.