

George Ortega

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3705 West Grant Street | Phoenix AZ 85009

SUMMARY

Successful sales associate with more than thirty years of retail sales experience. Dedicated professional who seeks to understand customer needs.

QUALIFICATIONS

- Unique personality with an extremely positive attitude
- Dedicated and passionate in making a difference in helping people
- Punctual, dependable, organized with a strong attention to detail
- Outstanding listening and follow through skills

EXPERIENCE

Driver

People Ready - Phoenix, Arizona (03/2016 - Present)

- Drive various size automobiles, vans and trucks at various auto auctions

Driver

Command center - Phoenix, Arizona (08/2017 - Present)

- Driver various size automobiles, vans and trucks at various auto auctions

Owner/Operator

Sol Art Studio - Phoenix, Arizona (04/2015 - 04/2016)

- Supervise and coordinate volunteers and students of all ages in various workshops, involving mosaics, sculpting, painting, and drawing in groups of 6 or more

Advertisement Sales

B.S.PUBLISHING - Phoenix, Az (05/2007 - 03/2016)

- Answered customers questions about products, prices, availability, product uses, and credit terms
- Consulted with clients after sales or contract signings to resolve problems and to provide ongoing support
- Contacted regular and prospective customers to demonstrate products, explain product features, and solicit orders
- Estimated and quoted prices, credit and contract terms, warranties, and delivery dates
- Recommended products to customers, based on customers needs and interests

Driver

Moulin Limousine - Scottsdale, Az (08/2007 - 05/2010)

- Collected payments and obtained receipts for goods
- Delivered, loaded and unloaded goods
- Excellent safety record
- Inspected all goods
- Knowledge of usable routes in the metropolitan area
- Performed various task using hand truck and dolly

Bartender

Holiday Inn - Phoenix, Arizona (01/2005 - 12/2007)

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Caretaker

Caretaker - Phoenix, Az (08/1999 - 05/2007)

- Checked patients pulse, temperature, and respiration
- Entertained, conversed with, or read aloud to patients to keep them mentally healthy and alert
- Maintained records of patient care, condition, progress, or problems
- Performed a variety of duties as requested by client, such as obtaining household supplies or running errands
- Provided patients and families with emotional support

EDUCATION

Diploma

Carl Hayden High School, Phoenix, Arizona

ACCOMPLISHMENTS

- Owner and operator of a Art Gallery 1991-2000

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

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

I "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

C "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

C 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"

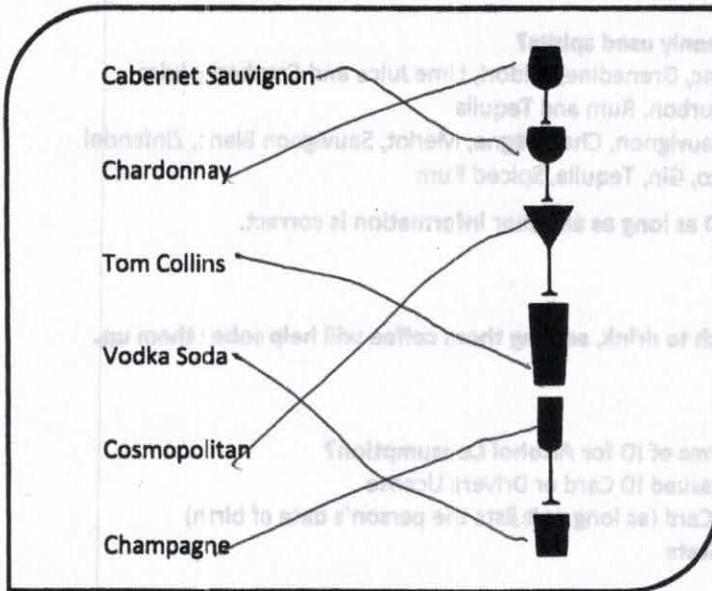
h.) Requesting a separate glass of another drink

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):

Cognac Patron grey

What are the ingredients in a Manhattan? Whisky Vermouth Bitters

What are the ingredients in a Cosmopolitan? vodka triple sec cran juice lime juice

What are the ingredients in a Long Island Iced Tea? Vodka Gin Teq. Rum splash coke

What makes a margarita a "Cadillac"? gran manier

What is simple syrup? sugar H2O

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

No Manning

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

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

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

What are the ingredients in a Margarita? Tequila Triple Sec Lime Wedge

Sweet Sour Juice

Name George

Servers Test

Score 28 / 35

80%

Multiple Choice

- 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

- 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

- 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

Match the Correct Vocabulary

D

Scullery

E

Queen Mary

A

Chaffing Dish

B

French Passing

G

Russian Service

F

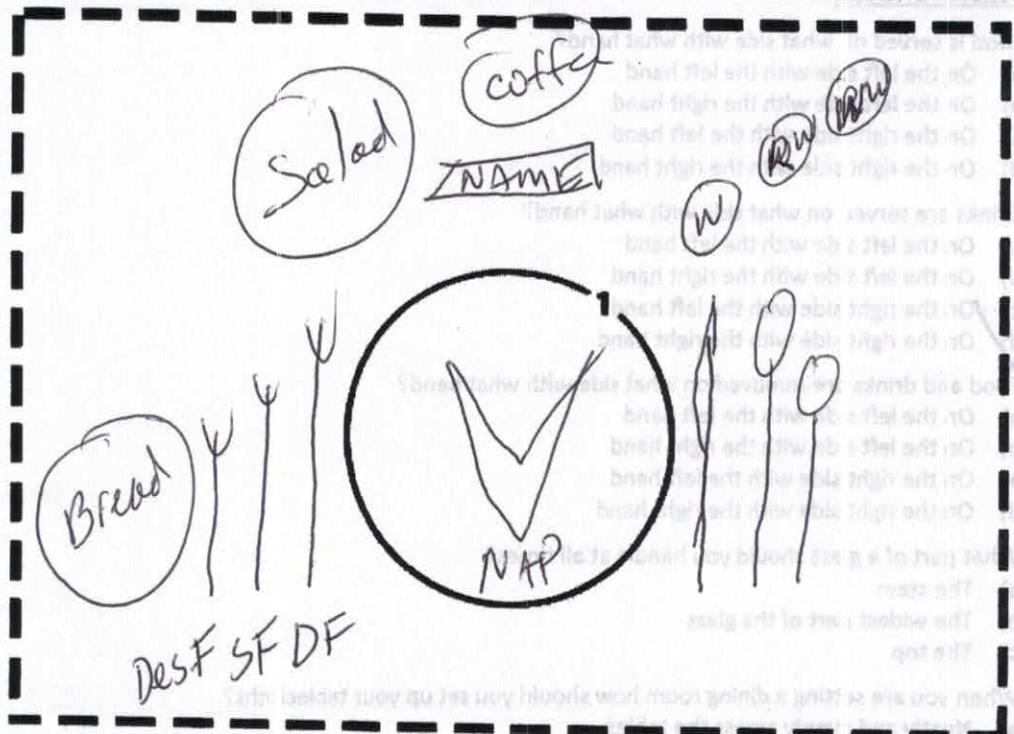
Corkscrew

C

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

Score 28 / 35Draw 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 24 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? Cream/Sugar/lemon

3. Synchronized service is when: everyone is serving at the same time the same course

4. What is generally indicated on the name placard other than the name? same order

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?

inform the chef.

Cashier Test

Score 13 / 15

b 1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

A 2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

d 3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

1 4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

C 5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

 6) What is the current sales tax rate in your city

8.5? *Phoenix*

C 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

b 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

d 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

A 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

Cashier Test

Score / 15

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21.

14) What are the acceptable forms of ID for alcohol purchases? state ID / passport

15) How many \$20 bills are in a bank band? # 580. = 25 Twenties

25