

EDGAR LOYA

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## Career Overview

Committed and motivated individual with exceptional customer service and decision making skills. Strong work ethic, professional demeanor, a "can do" attitude, and qualifying combined experience (over 5 years) in banquets, private events, restaurant dining, catering, and bartending.

## Professional Experience

BARTENDER/ SERVER ASSISTANT

February 2018 to Present Day

TOP NOTCH STAFFING

GLENDAL, CA.

On-Call Bartender and Server Assistant at the exclusive Jonathan Club and Jonathan Beach Club. Responsible for providing all services corresponding to all guests and high profile clients, and providing exemplary hospitality. Not limited to bussing, tray passing, maintaining the buffet lines, and assisting the event staff or coordinator with upscale professional service. Keeping to all grooming standards, and Food & Beverage regulations.

CATERING SERVER/ SERVER ASSISTANT

MAY 2017 to January 2018

GUS'S BBQ

SOUTH PASADENA, CA.

Made sure all tables were up to restaurant quality standards. Sanitizing all tables, booths, outdoor seating tables, and assisting all servers on duty with immediate service for spills and clean up. Re-stocking all tables with polished silverware, and glassware at a constant speed. Complete all "side work" and maintain a high standard of cleanliness at all workstations and restaurant restrooms.

(MORE)



**BARTENDER/ EVENT SERVER**

February 2016 to August 2018

**CENTERPLATE****PASADENA, CA.**

On-Call Bartender and Event Server located at the Pasadena Convention Center and at the Civic Auditorium. Responsible team member, providing all professional exemplary services related to the food and beverage standards and procedures. Setting up and breaking down event bar, counting register bank and cash handling, and also maintaining an alcohol and beverage inventory. Responsible for providing all food services corresponding to all guests and high profile clients, and providing exemplary hospitality.

**BANQUET STAFF**

March 2015 to June 2016

**BISTRO TEAM MEMBER**

September 2015 to April 2016

**COURTYARD MARRIOTT****MONROVIA, CA.**

Attended to all hotel guests and patrons during all functions, meetings, and banquets held at the Courtyard Hotel. Setting up, breaking down, and waiting to all assigned tables with the highest professional service. In addition, setting up and breaking down the mobile bar station. Rigorous labor required per scheduled event.

**BANQUET SERVER/ SERVER ASSISTANT**

March 2014 to April 2015

**ALTADENA TOWN AND COUNTRY CLUB ALTADENA, CA.**

Attended to all members, guests and patrons during all private functions, weddings, and banquets. Setting up, breaking down, and waiting to all assigned tables with a positive attitude and professional service.

**BARBACK/ BARTENDER**

June 2012 to January 2014

**LA FONDA SUPPER CLUB****LOS ANGELES, CA.**

Open and set bar to a pristine and tidy fashion, count register bank, set up all glassware prior to or at the beginning of every shift. Keeping to all ABC rules and regulations, while also serving alcoholic beverages to all customers. Responsible for all "side work" tasks during closing hours, involving the sanitization of all designated work area, specifically behind the bar.





Administrative Assistant

Oct 2009 to April 2015

**Family Care Specialists Medical Group - Los Angeles, CA**

Inputting data for monthly statistics creating office and special reports, monitoring a daily receipt summary. Overseeing projects for clinical audits with emphasis inputting HCC and ICD 9 coding. Performed administration tasks such as filing, developing spreadsheets, faxing reports, photocopying and scanning documents for inter-departmental use. Also, maintained status reports to provide management with updated information for in-house projects.

Medical Records Clerk

May 2009 to Apr 2015

**Family Care Specialists Medical Group - Los Angeles, CA**

Filing, sorting patient documents designated to all medical providers, chart audit coordinator, inbound/outbound calls, responding to releases of records and subpoenas, 3 years experience scanning medical records with extensive knowledge using EMR software.

## Job Related Skills

Computer Proficiency, Critical Thinking and Problem Solving Skills, Customer Service, Data Collection, Data Entry, Documentation, Filing, Letters and Memos, Inbound and Outbound Calling, Proficiency using Microsoft Office Suite, Spreadsheets, Telephone Skills, Excellent Organizational, and Interpersonal Skills, and Project Management Experience.

## Education

Television & Film Certificates - Pasadena City College - Pasadena, CA



**Multiple Choice (6 points)**

33

- 1) Carbonation \_\_\_\_\_ the rate of intoxication.
  - a) Slows down
  - b) Speeds up
  - ☒ c) Does nothing to
- 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
- 3) You can accept an expired ID as long as all other information is correct.
  - a) True
  - ☒ b) False
- 4) If someone has had too much to drink, serving them coffee will help sober them up.
  - a) True
  - ☒ b) False
- 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
- 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"

F Shaker Tin

I "Neat"

A Muddler

B Strainer

E Jigger

G Bar Mat

D "Float"

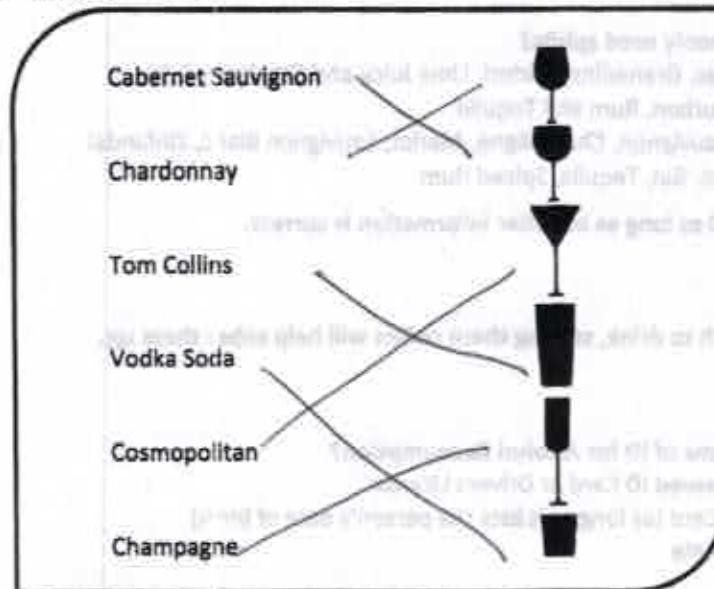
H "Back"

- a.) Used to crush fruits and herbs for craft cocktail making
- b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured
- c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice
- d.) To pour 1/2 oz of a liquor on top
- e.) Used to measure the alcohol and mixer for a drink
- f.) Used to mix cocktails along with a pint glass and ice
- g.) Used on the bar top to gather spills
- h.) Requesting a separate glass of another drink
- 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): PATRON, BLUE LABEL, Grey Goose

What are the ingredients in a Manhattan? WHISKY - BOURBON - SWEET VERMOUTH - CHERRY JUICE

What are the ingredients in a Cosmopolitan? VODKA - Grenadine OR CRANBERRY - TRIPLE SE

What are the ingredients in a Long Island Iced Tea? VODKA, TEQUILA, RUM, GIN, COLE / SWEET SOUR

What makes a margarita a "Cadillac"? TEQUILA AND Gran Mariner with Margon Mix

What is simple syrup? Sugar that is extracted into liquid form.

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

It's illegal. "Marrying"

What should you do if you break a glass in the ice? Remove all ice - Bleed out the hopper or put

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

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

What are the ingredients in a Margarita? Tequila, Margarita mix, with lime garnish



**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 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>E</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>G</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**

- |           |                              |
|-----------|------------------------------|
| <u>8</u>  | Dinner Fork                  |
| <u>5</u>  | Tea or Coffee Cup and Saucer |
| <u>7</u>  | Dinner Knife                 |
| <u>3</u>  | Wine Glass (Red)             |
| <u>9</u>  | Salad Fork                   |
| <u>14</u> | Service Plate                |
| <u>2</u>  | Wine Glass (White)           |

- |           |                       |
|-----------|-----------------------|
| <u>10</u> | Napkin                |
| <u>11</u> | Bread Plate and Knife |
| <u>1</u>  | Name Place Card       |
| <u>12</u> | Teaspoon              |
| <u>13</u> | Dessert Fork          |
| <u>6</u>  | Soup Spoon            |
| <u>15</u> | Salad Plate           |
| <u>4</u>  | Water Glass           |

**Fill in the Blank**

- The utensils are placed 2-3 in inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Creamers/Sugar
- Synchronized service is when: service is called "Ballet" Servers move all
- What is generally indicated on the name placard other than the name? The Food item/entree together
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Inform the Kitchen to make a plate ready.