

WILMA MCGUINNESS
6539 Radio Dr.
San Diego, CA 92114
Cell # 213.271.6469

EDUCATION

Cal State Hayward, Fall 2000
Emphasis in Digital Graphics & Multimedia
Chabot College, 1998

BA in Art
AA in GE, Honors

WORK EXPERIENCE

2010-2013

Terranea Resort
Banquet Bartender/Server
* Constant use of BEOs/contracts
* Set up, break down, bartend, & serve at special events
* Strong communication & customer service skills

2005-2009

The Patina Group
Supervisor/Server/Cashier/Bartender
* Set up, break down, & supervise/serve/bartend special events
* Constant communication with guests, managers, & coworkers
* Process credit card & cash transactions
* Strong organizational & time management skills

2000-2003

Oakland A's Executive Office
Season Ticket Sales Rep.
* Sale season ticket packages
* Manage multiple season ticket holders accounts
* Process & confirm payments
* Daily making/answering phones, filing, and daily reports

1997-current

Levy Restaurants @ Oak./Staples Center/VVCC/L.A. Convention Center
Bartender/Server/Catering/Lead
* Supervise/bartend, set up, break down, & serve at special events
* Strong communication & customer service skills
* Process credit card & cash transactions

SKILLS

21 years of customer service, MICROS, ALOHA, WORD, capable of heavy lifting, ability to learn quickly, able to stand for long periods of time, work well w/others & adapt to various types of work environments.

REFERENCES

Samantha Dark, GM	Levy Restaurants	1111 S. Figueroa St., L.A. 90015	213.742.7885
Thomas Ferrez, GM	Levy Restaurants	3500 Sports Arena Blvd., SD 92110	619.814.1753
Warren Petties, Manager	Premier	2260 Jimmy Durante Blvd., Del Mar 92014	619.757.8508

Bartenders Test

Score / 35

Multiple Choice (6 points)

32

- 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)

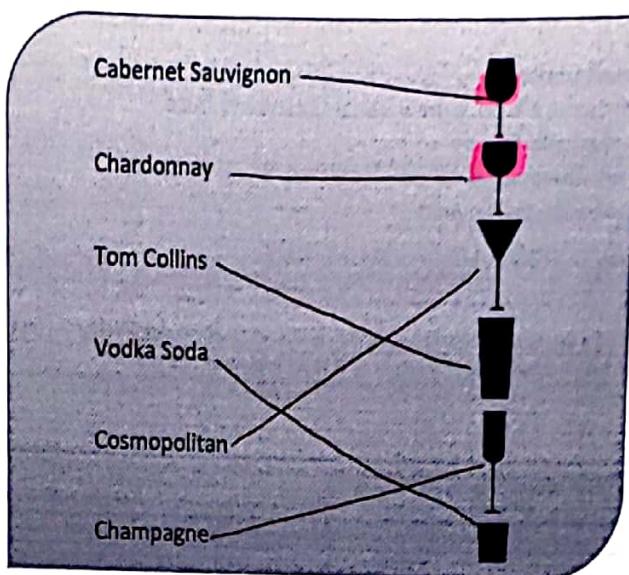
Match the word to its definition

- C "Straight Up"
- F Shaker Tin
- I "Neat"
- A Muddler
- D Strainer
- E Jigger
- G Bar Mat
- H "Float"
- N "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 $\frac{1}{2}$ 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): Grey Goose, Johnnie Walker, Makers Mark

What are the ingredients in a Manhattan? Bourbon & sweet Vermouth w/cherry on top

What are the ingredients in a Cosmopolitan? Vodka, cranberry, triple sec

What are the ingredients in a Long Island Iced Tea? Vodka, rum, gin, Tequila, Triple Sec, Coke Garnish w/a lime

What makes a margarita a "Cadillac"? Grand Marnier as a float

What is simple syrup? Sugar & water

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

No, Marrying liquor

What should you do if you break a glass in the ice? Don't use, immediately throw ice away.

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

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

What are the ingredients in a Margarita? Tequila, triple sec, & sweet & sour
garnish w/lime

Name Wilma McGuiness Score /35
 Servers Test

33

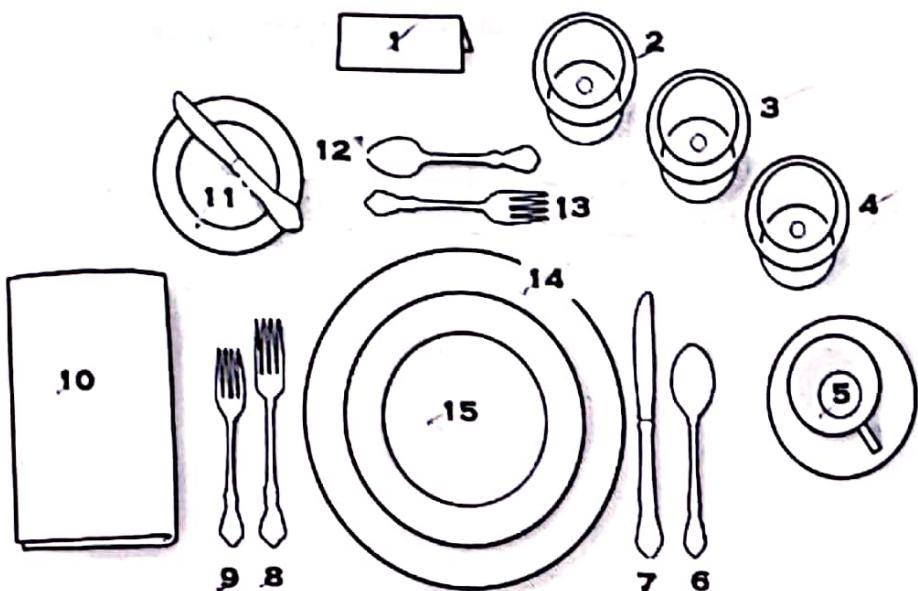
Multiple Choice

- 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



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>2</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Service Plate
<u>3</u>	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
- 4 Water Glass

Fill in the Blank

1. The utensils are placed 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar, creamer, honey
3. Synchronized service is when: All servers serve at same time
4. What is generally indicated on the name placard other than the name? Table #
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? Go to the chef to receive a specialty dinner