

GEOFFREY A. BEWLEY, JR.
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*Tues 10am
Sat 11a*

Customer service professional with 15 + years' experience interacting with the public. Highly qualified in service-based, hospitality positions requiring an emphasis on customer satisfaction in a fast-paced environment. Strong team player and leader. A proven and verifiable record for utilizing strong technical and interpersonal skills to enhance organizational efficiency and profitability. Committed to quality performance with an ability to learn new procedures quickly. Proficient in Microsoft Office (Word, PowerPoint, Excel, Outlook) Windows 7 and 8. Bilingual in English and Spanish.

Core competencies include:

Honesty • Tenacity & Enthusiasm • Integrity • Professionalism • Driven • Creativity • Teamwork • Communication Skills • Analytical Thinking Skills • Results Driven

EMPLOYMENT EXPERIENCE

San Diego Yacht Club January 2017 – Present

Server/Bartender

Greet members • Take food and drink orders • Provide excellent customer service • Respond to additional member requirements by inquiring of needs • Conclude dining experience by thanking members for their patronage

Anthony's Fish Grotto, La Mesa, CA October 2014 – June 2016

Bartender

• Collect money for drinks served • Balance cash receipts • Attempt to limit problems and liability related to customers' excessive drinking by taking steps such as persuading customers to stop drinking, or ordering taxis or other transportation for intoxicated patrons • Mix ingredients, such as liquor, soda, water, sugar, and bitters, to prepare cocktails and other drinks

NPM Staffing, San Diego, CA July, 2014 – November, 2014

Leasing Consultant

- Portofino Apartments, San Diego, CA
- Regents La Jolla Condominiums, San Diego, CA
- Pravada Apartments, San Diego, CA

• Maintain records of sales • Meet with prospective tenants to show properties • Act as liaisons between on-site managers or tenants and owners • Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.

Degree 33 Surfboards, San Diego, CA April, 2013 – July, 2014

Sales Representative

• Greet customers and ascertain what each customer wants or needs • Recommend, select, and help locate or obtain merchandise based on customer needs and desires • Answer questions regarding the store and its merchandise • Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.

Dinner by David, San Diego, CA

March, 2012 – July, 2014

Bartender

- Mix ingredients, such as liquor, soda, water, sugar, and bitters, to prepare cocktails and other drinks • Stock bar with beer, wine, liquor, and related supplies such as ice, glassware, napkins, or straws • Serve wine, and bottled or draft beer • Take beverage orders from serving staff or directly from patrons.

El Zarape, San Diego, CA

January, 2010 – January, 2011

Bartender

- Attempt to limit problems and liability related to customers' excessive drinking by taking steps such as persuading customers to stop drinking, or ordering taxis or other transportation for intoxicated patrons • Collect money for drinks served • Balance cash receipts • Check identification of customers to verify age requirements for purchase of alcohol.

Prudential California Realty, San Diego, CA

January, 2006 – January, 2010

Real Estate Agent

- Compare a property with similar properties that have recently sold to determine its competitive market price • Accompany buyers during visits to and inspections of property, advising them on the suitability and value of the homes they are visiting • Promote sales of properties through advertisements, open houses, and participation in multiple listing services • Interview clients to determine what kinds of properties they are seeking.

Multiple Choice (6 points)

B 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

B 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

F Shaker Tin

b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

I "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"

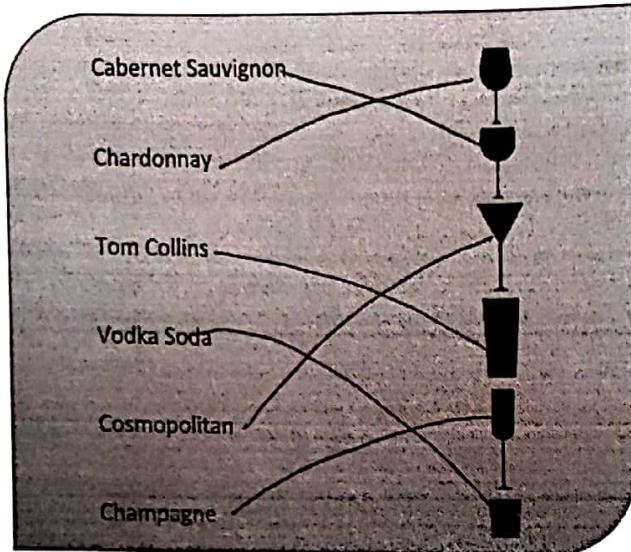
h.) Requesting a separate glass of another drink

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):

Stoli, Chambord, Tanqueray

What are the ingredients in a Manhattan? Whisky, bitters, Cherry, Sweet vermouth

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

What are the ingredients in a Long Island Iced Tea? Rum, gin, Triple sec, vodka, sweet & sour

What makes a margarita a "Cadillac"? Orange juice

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

What should you do if you break a glass in the ice? Break ice and replace

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