

**HAAS SNELLING** 612 S. Flower Street Los Angeles, CA 90017 | C: 323-363-7547 | hgsnelling21@gmail.com

**SUMMARY** Have spent many years working in the customer service industry, specifically in food and beverage hospitality. I'm hoping to translate my superlative customer service repertoire into skills for other careers.

## **SKILLS**

Courteous demeanor, Adaptive team player, Energetic work attitude

Customer service expert, Top sales performer, Seasoned in conflict resolution

## **EXPERIENCE**

### **Cheerleading Coach at Beverly Hills High School- 07/4/2018 - Currently**

**Independent Contractor at Mcmillen Wood Refinishing 07/2017 to 06/2018-** Assistant to Master wood refinisher specialized in commercial restaurant woodwork. Worked traveling around the country at mostly Darden owned restaurants. Supervisor was Gary Mcmillen phone number- 865-250 9463

### **Server/ Server Trainer 12/2016 to 07/2017**

**FIVE - Knoxville , TN** Top selling server in a elegant high volume dining atmosphere. Was responsible for multi-tasking and countless duties in addition to meeting high standards when taking care of our guests. Errors were not tolerated and quality was always expected. Also an official trainer for any new hires. Restaurant has since closed.

### **Figure Model 01/2017 to 05/2017**

**Pellissippi State Community College - Knoxville, TN** Part-time model for a collegiate level drawing glass. Responsible for using creative thinking to create a unique pose for the same group of artist the entire semester. Supervisor Herb Reith email- hjreith@psccc.edu

### **01/2015 to 12/2016 Bartender**

**Shuck Raw Bar and Grill - Knoxville, TN** Promoted quickly in house from a serving position in this specialty restaurant after establishing great customer relationships. Helped to generate business during slow times by giving impressive first time experiences to new guests. Supervisor Laura phone number 865-219-5714

### **Bartender/Lead Server 03/2014 to 12/2014**

**Bonefish Grill - Knoxville, TN** Cross trained to cover many different front of the house positions in this well know high standards restaurant. I was Bartender, Host, and Lead Server. Lead Server was responsible for checking out all the other wait staff and managing their money and pay. Supervisor Jeremy phone number 865-558-5743

## **References**

Clyde Coulter Gilbert, Esquire and Senator- 865-414-57567

Jimmie Sanford Vice-President of Curriculum at USA cheer and Head Coach at Beverly Hills High 323-363-7174

Bradley Patterson- Music Director at St.Francis Episcopal Church and property manager- 865-776-6139



**Multiple Choice (6 points)**

91%

- 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

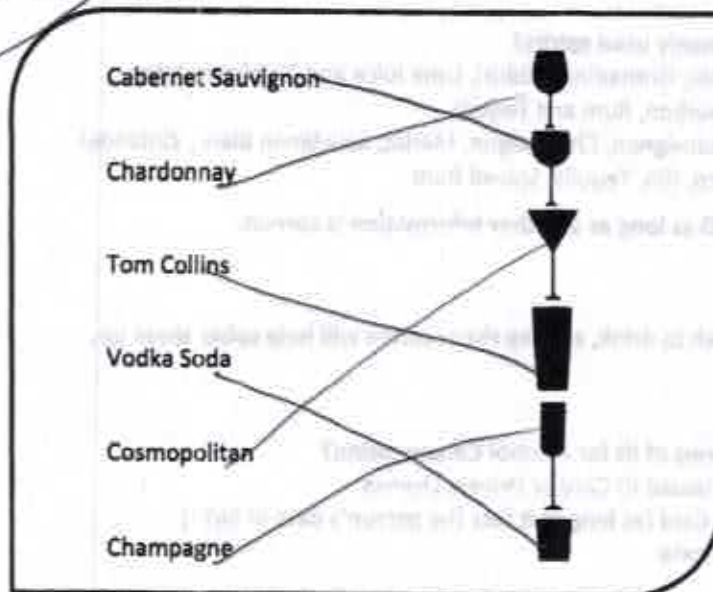
- C "Straight Up"  
E Shaker Tin  
I "Neat"  
A Muddler  
B Strainer  
F Jigger  
G Bar Mat  
D "Float"  
H "Back"

- 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): Grey Goose; Patron; Hendrick

What are the ingredients in a Manhattan? Sweet Vermouth, Canadian Whiskey,

What are the ingredients in a Cosmopolitan? Vodka; Triple Sec, Lime, Cranberry,

What are the ingredients in a Long Island Iced Tea? Vodka, Rum, Tequila, Triple Sec, Juice

What makes a margarita a "Cadillac"? Top Shelf Tequila, Reposado Sec, Gin,

What is simple syrup? A mixture of equal parts Sugar and water

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

"Marrying"

What should you do if you break a glass in the ice? Burn the ice with Orenadine

When is it OK to have an alcoholic beverage while working? Remove Ice and melt remaining ice, wipe Bin clean, &

What does it mean when a customer orders their cocktail "dirty"? with lime juice & with new Ice

What are the ingredients in a Margarita? tequila, sour mix, triple sec