

Raymond J. Connor

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DoubleTree Hotels, Reading PA

(2015 -2018)

Server/Bartender/Catering Manager

- High volume event coordinating (500+ guestlist) with responsibilities of creating and adhering to a BOE.
- Manage bar staff and direct proper assembly of portable bar system.
- Calculate daily liquor and beer consumption per event.

Progressive Business Publications, Reading PA

(2011-2015)

Sales Representative

- Consistently maintained daily above average sales goal with high hourly call volume.
- B2B and residential cold calling expert with ten+ years of experience.
- Trained sales staff on proper cold calling procedures and demonstrated how to maximize potential of all lead based call sheet.
- Efficiently utilized lead sheets @ a call ratio of 5:1 (interest:sale) increasing sales among entire sales staff.

Comcast Cable, Denver CO

(2008-2011)

Sales Manager

- Top performer in door-to-door sales in two regions with sales averages of \$1300/week.
- Assisted in opening two sales offices: duties included recruitment, training, and operations management.

Sony Corporation, New Jersey

(2005-2007)

Merchandiser / Sales Trainer

- District trainer and product merchandiser for the Sony E-Reader Campaign.
- Organize and create product display in various retail outlets throughout South Jersey.

References:

Christopher Craft	General Manger / Applebees	(610) 372 -0337	4 Years
Eric Brown	General Manager / DoubleTree	(610) 372-8000	3 Years
Chris Bello	Store Manager / Anthony's	(610) 816-5722	2 Years

Bartenders Test

Score / 35

Multiple Choice (6 points)

- 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**

100%

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"

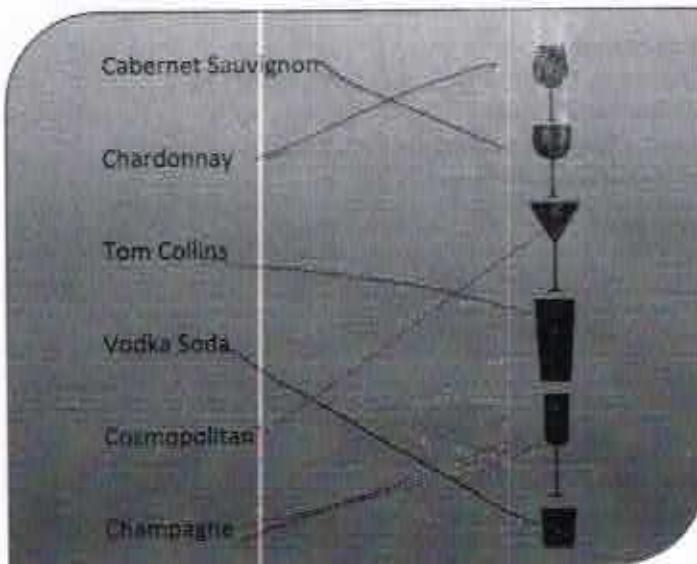
h.) Requesting a separate glass of another drink

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): KETEL, CROWN, TANQUERAY

What are the ingredients in a Manhattan? BOURBON/WHISKY, SWEET VERMOUTH, CHERRY

What are the ingredients in a Cosmopolitan? VODKA, TRIPLE SEC, CRAN, LIME

What are the ingredients in a Long Island Iced Tea? VODKA, GIN, RUM, TEQUILA, TRIPLE SEC, SOUR CREAM

What makes a margarita a "Cadillac"? GRAN MARNIER OR COINTREAU

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? BURN THE ICE

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, SOUR LIME

74%

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

E Scullery

D Queen Mary

A Chaffing Dish

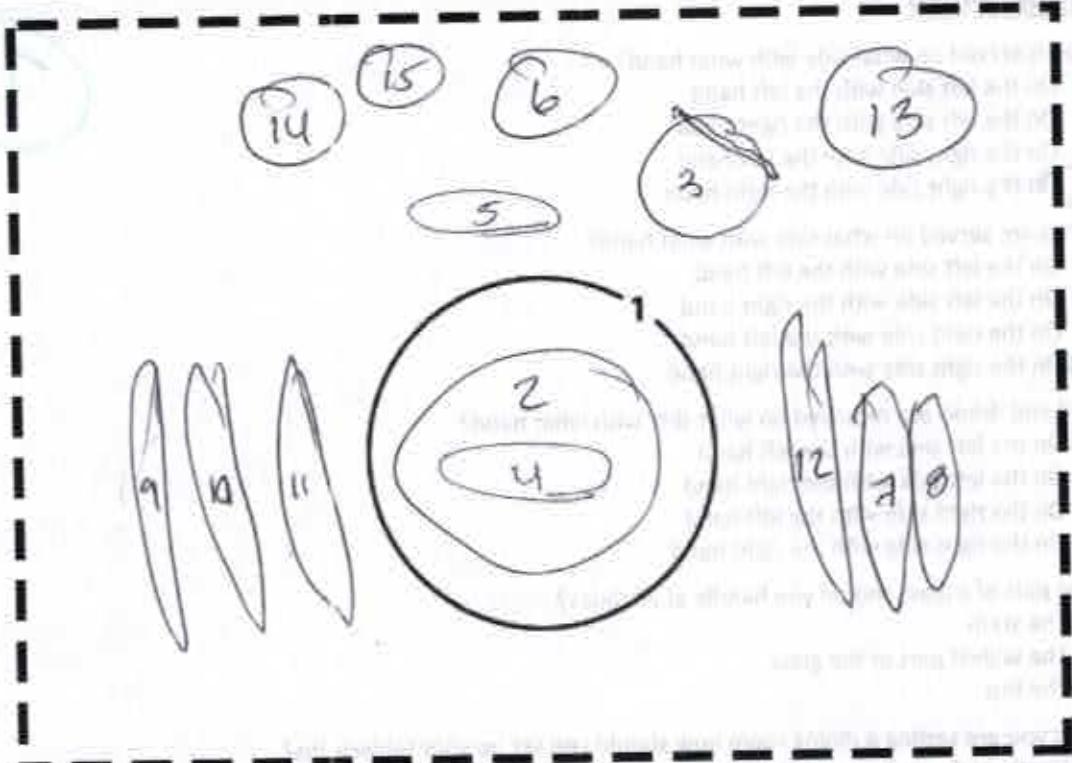
C French Passing

B 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

Draw a formal place setting containing all of the following:

1. Service Plate	7. Teaspoon	13. Water Glass
2. Salad Plate	8. Soup Spoon	14. Red Wine Glass
3. Bread Plate & Knife	9. Salad Fork	15. White Wine Glass
4. Napkin	10. Dinner Fork	
5. Name Place Card	11. Dessert Fork	
6. Tea/Coffee Cup & Saucer	12. Dinner Knife	

Fill in the Blank

1. The utensils are placed ONE inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? COFFEE SPOONS
3. Synchronized service is when: ALL PLATES TOUCH THE TABLE
4. What is generally indicated on the name placard other than the name? ENTREE
5. The Protein on a plate is typically served at what hour on the clock? 4 O'CLOCK
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? REQUEST FROM EXPO