

MARCUS C. WALKER

310.994.9051

marcwalk8@yahoo.com

PROFESSIONAL EXPERIENCE

BARTENDER and SERVER

F&B INNOVATIONS, Los Angeles, CA

2018 to present

LEAD – Organize people and tasks so team members work efficiently. Supervise cashiers and maintain inventory to ensure accurate money counts.

CUSTOMER SERVICE – Engage in small talk with customers to build rapport and encourage repeat business. Take food orders from guests.

CHAUFFEUR

JACKSON LIMOUSINE, Los Angeles, CA
(A chauffeured ground transportation company)

2015 to 2016

CUSTOMER SERVICE – Safely provided an exceptional driving experience by appointment only.

BUSINESS DEVELOPMENT - Referred new client opportunities to headquarters.

PARTNER DRIVER/INDEPENDENT TRANSPORTATION CONTRACTOR

UBER, San Francisco, CA
(A mobile-app-based transportation network)

2014 to 2015

CUSTOMER SERVICE - Picked up clients at prearranged locations and took them safely to their destinations in a timely manner, ensured client privacy, maintained a 4.8 out of 5 customer satisfaction rating.

BRAND AMBASSADOR – Built relationships with clients, generated repeat riders and referrals.

CONSTRUCTION MANAGER

Renovation Planners, Culver City, CA
(A certified construction management firm)

2008 to 2014

PROJECT MANAGEMENT – Negotiated costs on behalf of clients. Saved clients up to 40% in design fees and up to 50% on construction costs. Efficiently completed projects on time and on budget. Helped maintain safe working environment.

CLIENT AND VENDOR RELATIONS – Conducted needs assessments, explained design concerns and cost-effective options, planned and managed projects from concept to completion.

HOME MAINTENANCE AND REPAIRS - Performed general home maintenance and repairs such as: painting, plumbing and appliance installation.

SALES ASSOCIATE

1997 to 2008

SALES MANAGEMENT– Reviewed and analyzed entire sales process, identified barriers to achieving sales objectives, developed and implemented sales improvement strategy, coached and mentored staff, shared knowledge base and best practices.

SALES – Achieved unit sales targets for new and/or pre-owned cars and related products and services from retail

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clients, kept abreast of incoming inventory, features, accessories, etc., followed up on all post-delivery items and special requests to ensure all customer expectations were met, delivered 120% of dealer's sales goals. Produced \$375K in monthly sales, consistently ranked as a Top 5 sales associate.

PRODUCT KNOWLEDGE – Obtained product certification and maintained comprehensive knowledge of product, performance, features, benefits and pricing including those of competitive vehicles to provide clients with informative comparisons.

Superior Nissan, Carson, CA
(A new and used car dealer)

Loeber Infiniti, Chicago, IL
(A new and used car dealer)

Miller Chevrolet, Matteson, IL
(A new and used car dealer)

2018 to 2019

SENIOR DRIVER/INFORMATION TRANSPORTATION COORDINATOR
USER 324, Pasadena, CA
(A multi-vehicle transportation company)

CUSTOMER SERVICE – Picked up clients at prearranged locations and took them safely to their destinations in a timely manner. Maintained client privacy, maintained a 4.9 out of 5 customer satisfaction rating.

BRAND AMBASSADOR – Built relationships with clients, generated repeat visits and referrals.

2008 to 2014

CONSTRUCTION MANAGER
Kendall Farming, Chicago, IL
(A multi-vehicle transportation company)

PROJECT MANAGEMENT – Provided on-site support to clients. Grew clients up to 10% in design fees and up to 20% in construction fees. Efficiently completed projects on time and on budget. Helped maintain and expand business.

CLIENT AND VENDOR RELATIONS – Conducted needs assessment, provided design concepts and cost-effective options, planned and managed projects from concept to completion.

HOME MAINTENANCE AND REPAIRS – Performed general home maintenance and repairs such as painting, plumbing and electrical work.

2007 to 2008

SALES ASSOCIATE

SALES MANAGEMENT – Managed and motivated sales team, provided training and coaching, monitored sales performance, developed and implemented sales improvement strategy, tracked and analyzed sales, prepared reports and forecasts.

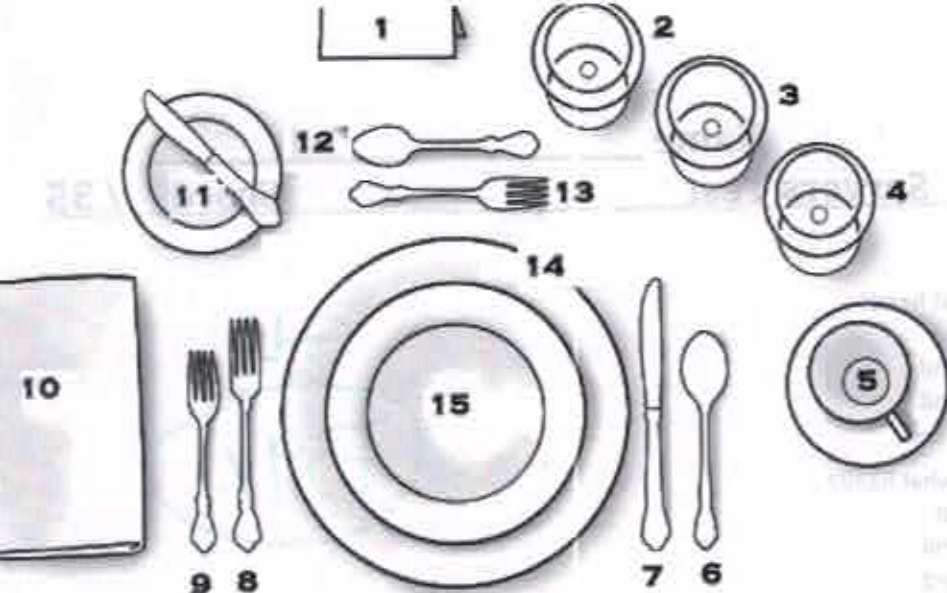
SALES – Achieved 120% sales target for new and pre-owned cars and services from retail

Multiple Choice

- D 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>B</u> French Passing | D. Area for dirty dishware and glasses |
| <u>G</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 |



MARCUS WALKER

Score / 35

Match the Number to the Correct Vocabulary

- 8 Dinner Fork
5 Tea or Coffee Cup and Saucer
7 Dinner Knife
2 3 Wine Glass (Red)
9 Salad Fork
14 Service Plate
3 4 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 2 Water Glass

Fill in the Blank

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? SUGAR CREAMER
- Synchronized service is when: 8 PLACE PLATES AT THE SAME TIME
- What is generally indicated on the name placard other than the name? COMPANY OR JOB TITLE
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Go to MGR.

Bartenders Test

Score / 35

Multiple Choice (6 points)

- C 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
- A+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

Beer & Wine

WINE

Barback

Vocabulary (9 points)

Match the word to its definition

I ~~E~~ "Straight Up"

F ~~F~~ Shaker Tin

C "Neat"

A Muddler

B Strainer

E Jigger

G Bar Mat

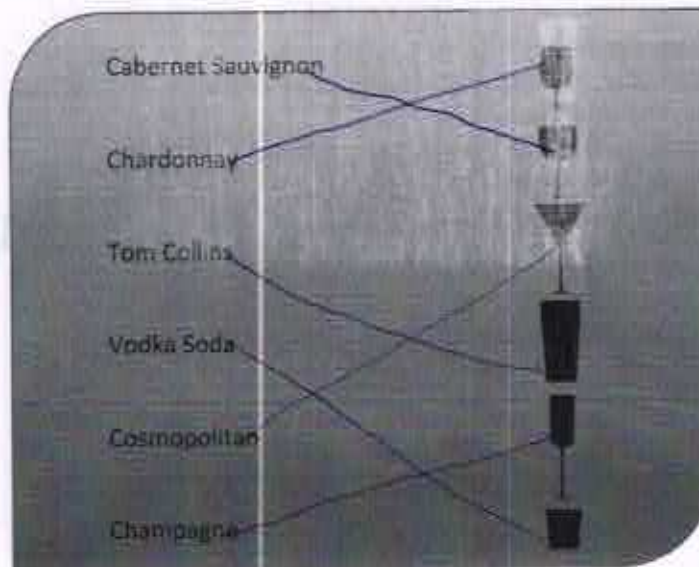
D "Float"

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): _____

What are the ingredients in a Manhattan? _____

What are the ingredients in a Cosmopolitan? _____

What are the ingredients in a Long Island Iced Tea? _____

What makes a margarita a "Cadillac"? _____

What is simple syrup? _____

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

What should you do if you break a glass in the ice? CLEAN EMPTY + CLEAN ICE CONTAINER

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

What does it mean when a customer orders their cocktail "dirty"? _____

What are the ingredients in a Margarita? _____