

Armando Felipe Ignacio

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Objective

Proficient in making customers comfortable and satisfied while ensuring optimal guest Flow in dining room.  
Maintains neat, clean, and professional demeanor with staff and clientel.

Experience

Bottega Louie

Downtown, LA

03/24/15 - 7/18/16

- Works well under pressure
- Familiar with Italian Beverages
- Familiar with Italian Pastries
- Familiar with Italian Pizzas
- Exceptional menu knowledge
- Familiar with Italian Pastas
- Resetting/ Clearing tables
- Organize 8-12 plates w/ forearm assistance
- Utilizing big tray for parties over 6
- Run drinks when menus are off the table, set-up entries, set-up main course, neatly clear table, box food properly, and last but not least setup for desert.
- polishing, organizing and cleaning booths/chairs (VIP or not)
- Familiar with cocktails/ champagne/Wine/Beer
- Restocking Liquor room
- Bilingual: Spanish, English
- familiar with bar glasses, and procedure to close the bar
- Assisted in keeping the bar area clean throughout the night
- Spare Utensils and plates for bar
- Run food

Highlights

- Vacation not requested
- Run food / Assist Expo
- Service minded
- Follow safety procedures
- Organizational goals
- People person



- Familiar with Espresso Machine and hot teas
- Skilled Back-Server with 4 years experience in fine dining & Upscale restaurants
- Dish Assistance
- Special talent for adapting to different personalities of guests and co-workers without losing attention

#### Education

Highschool Diploma

Robert E. Kennedy Community Complex Schools

\*NOW Academy\*

#### L'assiette Steak Frites

Melrose Ave, CA

- Busser
- Runner
- Mark table numbers which carry a second dish (second course)
- Communicate with chef
- follow up with what leaves the kitchen on time
- Set up patio
- Polish (plates, Silverware, wine carafes, wine glass)
- Restock wine and champagne cabinets

#### The Butcher The Baker The Cappuccino Maker (BBCM)

West Hollywood, CA

01/14/17 - 2/31/18

- Server
- Busser
- Barback
- Food Runner
- Expo
- Occasionally Dishwasher (no call no show from another candidate)
- Maintenance
- Set up tables / Clear tables / Make roll Ups / Reset / Set up heaters (change gas tanks) / set up or remove Umbrellas
- Polish Utensils

#### Bartending Events (Cocktails)

Manhattan

Old fashion

Martini - Appletini



*Michelada w/ a modern twist*

*Margaritas - Skinny Margarita*

*Cuba Libre*

*Screwdriver*

*Tequila sunrise*

*Cab cob*

*Catering w/ "Truly yours"*

*Server, support staff, and bartending*



**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
- d 3) You can accept an expired ID as long as all other information is correct.  
a) True  
b) False
- A 4) If someone has had too much to drink, serving them coffee will help sober them up.  
a) True  
b) False
- d 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

7  
80%

**Vocabulary (9 points)**

Match the word to its definition

1 "Straight Up"

f Shaker Tin

B "Neat"

a Muddler

C Strainer

C Jigger

h 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~~

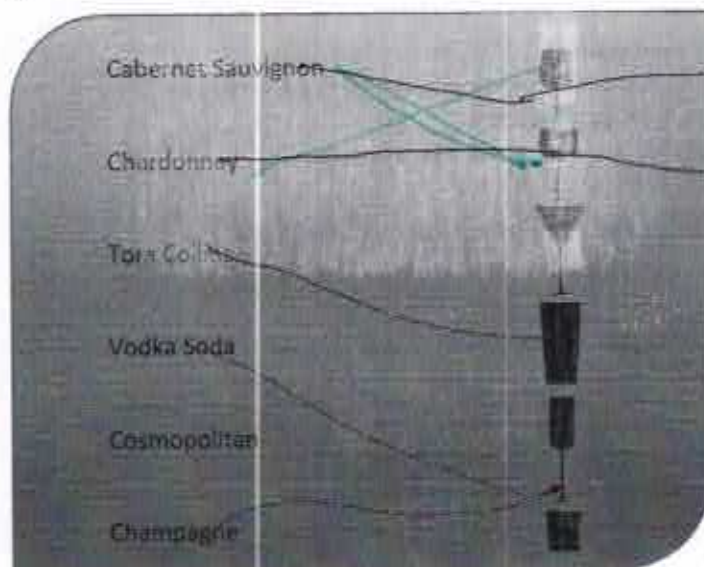
~~h.) Requesting a separate glass of another drink~~

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):

Cognac Hennessy, Tequila 40, Julio 40

What are the ingredients in a Manhattan?

Rye whiskey, Sweet Vermouth, Angostura Bitters

What are the ingredients in a Cosmopolitan?

Vodka, Triple Sec, Cranberry Juice, S.S

What are the ingredients in a Long Island Iced Tea?

Rum, Tequila, Triple Sec, GIN

What makes a margarita a "Cadillac"?

The liquor that is in it & glassware

What is simple syrup?

One 1 one ratio of Hot water & sugar

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

NO - MAREXING

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

Throw batch & clean up & add a new one

When is it OK to have an alcoholic beverage while working?

Never

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

olive juice

What are the ingredients in a Margarita?

Tequila, Triple Sec, Grand Marnier, Simple syrup, lime juice, ice

A splash of O.J. for a skinny Margarita.

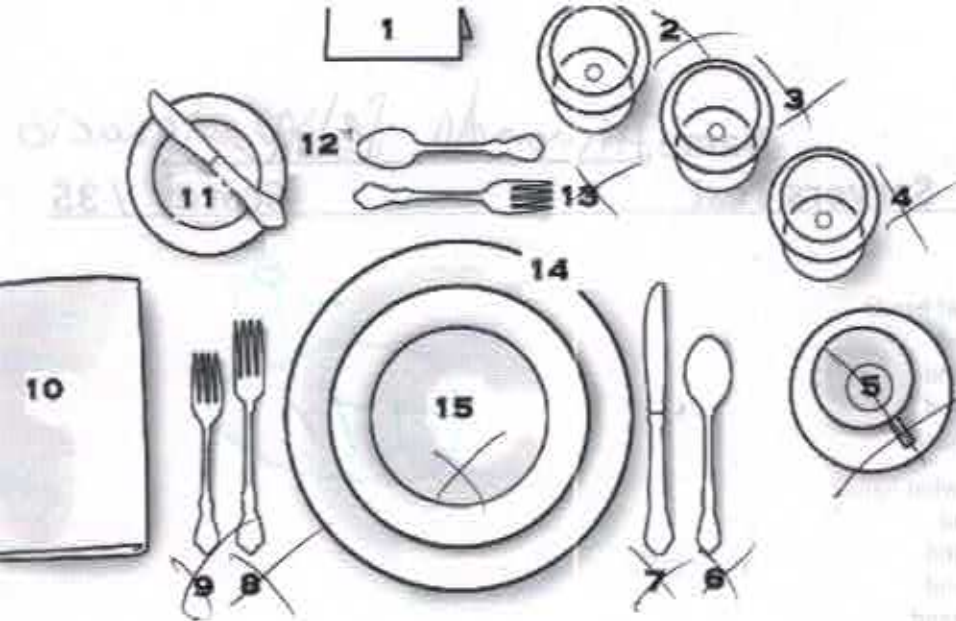


Multiple Choice

- A 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
- b 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        | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</u> Queen Mary      | <u>B</u> 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   | <u>C</u> Used to hold a large tray on the dining floor  |
| <u>G</u> French Passing  | <u>D</u> Area for dirty dishware and glasses  |
| <u>B</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>F</u> Corkscrew       | <u>G</u> Used to open bottles of wine   |
| <u>C</u> Tray Jack       | <u>A</u> Style of dining in which the courses come out one at a time  |



Score / 35

**Match the Number to the Correct Vocabulary**

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

- 6 Napkin  
11 Bread Plate and Knife  
1 Name Place Card  
4 Teaspoon  
5 Dessert Fork  
6 Soup Spoon  
7 Salad Plate  
8 Water Glass

**Fill in the Blank**

- The utensils are placed 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar candy, Apple Milk
- Synchronized service is when: A very elegant style of service for small
- What is generally indicated on the name placard other than the name? The persons assigned seat
- The Protein on a plate is typically served at what hour on the clock? Dinner 8 pm
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Inform the chef for Alternatives!