

KELLI PHILLIPS
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(323) 793-1108

RESTAURANT SERVICE

- Experience with servicing guests in a warm, efficient and courteous manner.
- Experience as event Captain.
- Maintain poise and sense of humor in stressful environments.
- Graceful, careful, safe, and clean, .
- Have experience working prestigious events including the Oscars Governors Ball, Grammy party, Golden Globes, and many discreet private celebrity parties.
- Have over five years recent experience as a bartender.
- Flexible hours and available ASAP.
- Experienced with fine dining establishments, formal service.
- Posses current STAR Safe Alcohol certificate. (Attached)

EXPERIENCE

BARTENDER/Server

Patina, Los Angeles; December 2012 - Present

Bartender,with server experience. Experienced with private home parties and venues of more than 4,500 people. Experienced with various types of service. Experienced with set up, and break down of a full bar, and making specialty drinks. Responsible for completing alcohol inventory, at the beginning and end of each shift. Register and cash handling experience. Interact with clients. Resolve complaints in a service-oriented manner. Demonstrate complete understanding of bar/menu items. Maintain sanitation and orderliness of all equipment, supplies and utensils. Meets with function group leaders to discuss setup arrangements; address last-minute changes and resolves problems. Set up rooms to desired specifications. Ensure proper presentation.

KELL PHILLIPS
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RESTAURANT SERVICE

- Experienced with serving guests in a warm, efficient and courteous manner.
- Experienced as event Usher.
- Maintain poised and calm in stressful situations.
- Gracious, careful, safe, and clean.
- Have experience working prestigious events including the Oscar Governors Ball, Grammy party, Golden Globes, and many discreet but not celebrity parties.
- Have over five years recent experience as a bartender.
- Flexible hours and available 24/7.
- Experienced with fine dining establishments, formal service.
- Possess current STAR Safe Alcohol certificate (Attached)

EXPERIENCE

BARTENDER/Server

Patton, Los Angeles; December 2012 - Present

Bartender with server experience. Experienced with private house parties and venues of more than 4,000 people. Experienced with various types of events. Experienced with set up and break down of a full bar and making specialty drinks. Responsible for completing alcohol inventory at the beginning and end of each shift. Register and cash handling experience. Interact with clients. Receive complaints in a service-oriented manner. Demonstrate complete understanding of bar/venue it was. Maintain sanitation and cleanliness of all equipment, supplies and utensils. Interact with function group leaders to discuss setup arrangements; address last-minute changes and resolve problems. Set up room to desired specifications. Ensure proper presentation.

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
- 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

Vocabulary (9 points)

Match the word to its definition

C ~~1~~ "Straight Up"

E Shaker Tin

F "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

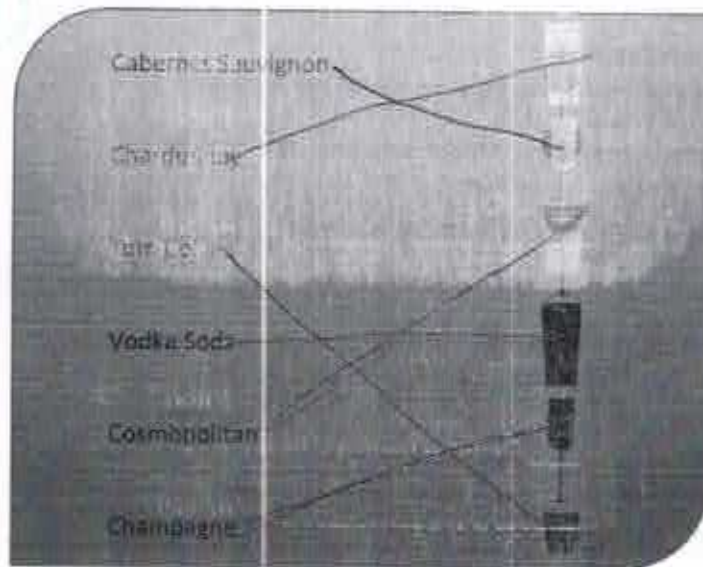
~~I~~ Means to serve spirit room temperature in a rocks glass with no ice

Bartenders Test

Score / 35

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): Hendricks, Bombay Sapphire, Chivas Sapphire

What are the ingredients in a Manhattan? Bourbon, Sweet Vermouth, Cherry

What are the ingredients in a Cosmopolitan? Vodka, triple sec, lime juice, cranberry, lime wedge or twist garnish

What are the ingredients in a Long Island Iced Tea? Vodka, Gin, Rum, tequila, triple sec, sweet & sour, coke, twist garnish

What makes a margarita a "Cadillac"? tequila, lime juice, agave, and contrabando or orange liqueur

What is simple syrup? Sweet liquid

Is it legal to pour liquor from one bottle into another? What is this called? (2 points) Yes, NO

Marry

What should you do if you break a glass in the ice? Empty out ice bin, via a bucket, wipe completely, Dry Bin & Drian

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? Sweet & Sour, triple sec, lime juice, Lime garnish, tequila

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



Kelli Phillips
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
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
3 Water Glass

Fill in the Blank

- The utensils are placed one inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream, Sugar, Spoon
- Synchronized service is when: Server team gets a chair / # in line up, go out at the same time, circle table, place entire at same time
- What is generally indicated on the name placard other than the name? cow, fish, chicken, plant or color codes
- 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 Back to the Kitchen, and stand in line for that certain dish.