

**Gregory A. Conner**

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**Career Objective**

Achieve a bartending position within an organization seeking new, energetic and directive leadership skills that allows me to use my customer service skills, operations management and leadership to contribute to an exceptional customer experience positively impacting a company's bottom line.

**Skills and Strengths**

- Highly experienced in customer service especially anticipating their needs.
- Intellectually inclined to converse with customers of all walks of life.
- Experienced professional with over 10 years of customer satisfaction in a variety of bar settings.
- Swift in upgrading the mode of personal service delivery that meets the growing trend of the society.
- Easily building customer friendliness through choice selection from the menu, taking orders and being available whenever they need assistance.

**Career Summary****Bartender: Chef Browns Café 4/2016 – Present**

- Attend to customers by serving food and drinks to their tables
- Assist the bar servers with serving of drinks, ice, and liquors
- Ensure that customers are of age to by checking their ID's before serving alcohol.
- Responsible for taking the initiative of the cleaning and balancing the inventory of the day
- Take stock of the liquor supply and ensure that they always available at any demand.

**Bartender: Darden Restaurant Group 8/2007 – 10/2012**

- Attend to customers by serving food and drinks to their tables
- Assist the bar servers with serving of drinks, ice, and liquors
- Ensure that customers are of age to by checking their ID's before serving alcohol and tobacco items
- Responsible for taking the initiative of the cleaning and balancing the inventory of the day
- Operate machines and equipment that ensure service efficiency, and also putting maintenance structure in place
- Take stock of the liquor supply and ensure that they always available at any demand.

**Education**

Bachelor of Business Administration, (Economics and Finance)

Tiffin University, Tiffin Ohio

Master of Business Administration,



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

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

I "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

C "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