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#### Bartender

October 2016 to February 2017

**Eureka!** — Boise, ID

Filled in for all front of the house positions when needed. Guided guests through menu of 40 beers and 35 whiskies, in order to match proper libation and food pairing to their distinct palates.

#### Bartender

December 2015 to September 2016

**Black Sheep Brasserie** — San Jose, CA

Filled in for all front of the house positions when needed. Guided guests through menu, in order to match proper libation and food pairing to their distinct palates.

#### Bartender

January 2015 to October 2015

**Whole Foods** — San Jose, CA

Guided guest through frequently rotated local beer menu and also answered brewery specific questions. Also received guest's food order and worked closely with other teams within the establishment to satisfy customers' needs.

#### Bartender

October 2014 to October 2015

**Marriott** — San Jose, CA

Ensured proper fine dining service at Arcadia and establishment by Michael Mina. Quickly prepared cocktails for the busiest bar per square foot in the company at Tanq bar. Also acted as a tour guide suggesting many attractions in the area.

#### Bartender

December 2013 to October 2014

**Pizza Antica** — San Jose, CA

Guided guests through a Roman style pizza menu with emphasis on Californian and Italian wines. Doubled as a Barista creating latte art for customers.

#### Server

July 2010 to December 2013

**Cattle Baron** — Las Cruces, NM

Made clear and concise recommendations for preparation for different cuts of cattle. Suggestively sold daily special to customers.

**Associate of Arts: General Education, 2011, Dona Ana College** — Las Cruces, NM, USA

## Multiple Choice

1) Food is served on what  
a) On the left side with  
b) On the left side with  
c) On the right side with

# **Jacob Legarreta**

jacoblegarreta@gmail.com  
408-591-4328

## **Professional Profile**

Well-rounded worker with a wide-ranging history in the customer service industry. Looking for the opportunity to build and strengthen the customer base of a company. I bring passion for the industry, a positive attitude and a deep understanding of customer service.

## **Qualifications**

Verbal communication  
Problem solving  
Strong organizational skills

Extensive spirits knowledge  
Extensive beer knowledge  
Extensive wine knowledge

## **Experience**

### **Server**

October 2017 to December 2018

**Monkey King** – San Diego, CA

Responsible for: opening and closing duties of the restaurant, greeting and seating of guests, introduction and explanation of menu items, running of drinks and cuisine, table and restaurant maintenance, as well as tour guide for most out of town visitors.

### **Wine Educator**

May 2017 to October 2017

**Callaway Vineyard and Winery** – San Diego, CA

Provide an immaculate experience to every guest at the tasting room. Educating all about not only the history of Callaway wines but also how each grape is expressed through the weather of the Temecula Valley.

### **Account Director**

February 2017 to April 2017

**Allegiance Inc.** – San Diego, CA

Engaged in direct marketing for my client's products and services. Specifically, door to door solution providing for AT&T.

Name Jacob Legarreta

**Servers Test**

Score / 35

**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
- A 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 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**

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E 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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

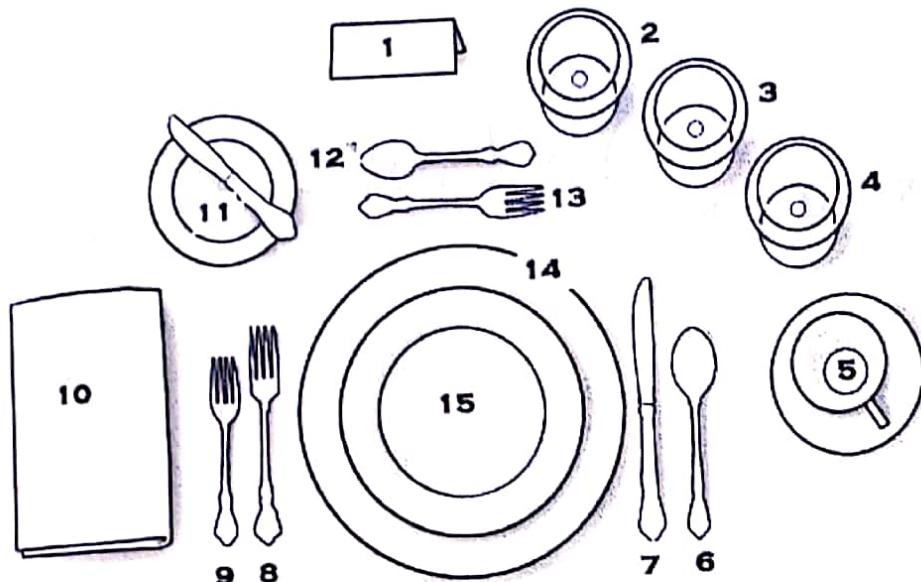
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

C Tray Jack

G. Style of dining in which the courses come out one at a time



## Score

multiple Choice (6 point)

1) Carbonation  
a) Slows down  
b) Speeds up  
c) Does nothing to

2)

### Match the Number to the Correct Vocabulary

<u>8</u>	Dinner Fork
<u>5</u>	Tea or Coffee Cup and Saucer
<u>7</u>	Dinner Knife
<u>4</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Service Plate
<u>3</u>	Wine Glass (White)

<u>10</u>	Napkin
<u>11</u>	Bread Plate and Knife
<u>1</u>	Name Place Card
<u>12</u>	Teaspoon
<u>13</u>	Dessert Fork
<u>6</u>	Soup Spoon
<u>15</u>	Salad Plate
<u>2</u>	Water Glass

### 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? Cream, Sugar, Honey.
3. Synchronized service is when: All plates arrives, leave at the same time.
4. What is generally indicated on the name placard other than the name? Seat position.
5. The Protein on a plate is typically served at what hour on the clock? 6.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Inform the chef.

Multiple Choice (6 points)

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

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

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

H "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"

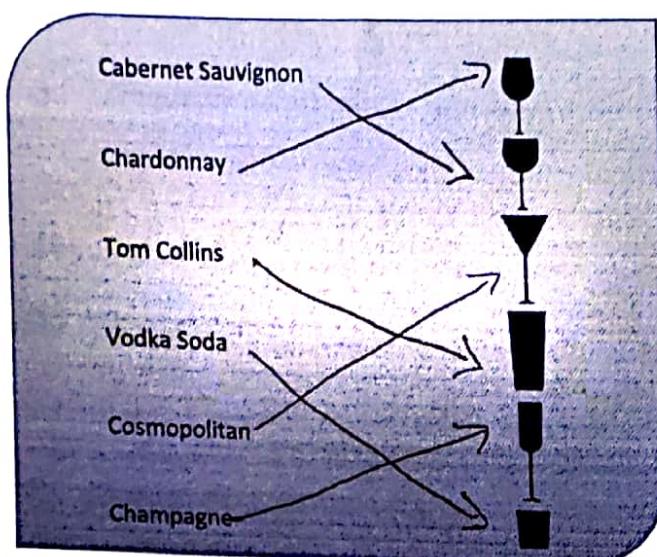
h.) Requesting a separate glass of another drink

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):

McCallen Rye, Scotch, Hendrick's Gin, Don Julio, Tequila

What are the ingredients in a Manhattan? Rye Whiskey, Sweet Vermouth, Bitters

What are the ingredients in a Cosmopolitan? Vodka, Triple sec, Cranberry, Lime, Raspberry simple syrup

What are the ingredients in a Long Island Iced Tea? Vodka, Rum, Gin, Tequila, Triple Sec, Coke, Lemon Juice, Syrup

What makes a margarita a "Cadillac"? Grand Marnier Liqueur and top shelf Tequila

What is simple syrup? 50/50 mixture of water and sugar used to sweeten beverages

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

No, Mixing.

What should you do if you break a glass in the ice? Burn/Melt the ice, Do not use any

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

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

What are the ingredients in a Margarita? Tequila, Triple sec, Lime, Salt