

# **Angela Dipietro**

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## **Server/ Customer Service**

### **Skills and Qualifications**

- Excellent communication skills: listening speaking, writing.
- High level of motivation and initiative; Ability to follow directions.
- Adaptable and productive Team Member.
- Ability to perform all duties as a Server, including:
  - Food Prep
  - Examine trays to ensure that they contain required items.
  - Place food servings on plates or trays according to orders or instructions.
  - Monitor food distribution, ensuring that meals are delivered to the correct recipients and those guidelines, such as those for special diets, are followed.
  - Load trays with accessories such as eating utensils, napkins, or condiments.
  - Clean or sterilize dishes, kitchen utensils, equipment, or facilities.

### **Work History**

**Banquet Server Los Angeles, CA** **01/2016 to Present**

**Rollin Hero, Contemporary, David's events, Lucques, Wolfgang Puck, and New York Food Catering Companies**

Banquet server for V.I.P Los Angeles Events

**Bartender/Server L.A Adventure Hotel Los Angeles, CA** **01/2012 to 11/2016**

Register, order taking, serving, food prep, and drink prep

**Apartment Manager Sinha Dipietro Inc. Lewistown, PA** **03/2006 to 01/2012**

Rent, billing, evictions/notices, hiring crews, painting

### **Education**

Breining Institute, Los Angeles, CA

Graduate 2004

L.A.H.S High School Graduate, Lewistown PA

Graduate 1993

### **Certifications**

- ✓ Food Handlers
- ✓ C.N.A
- ✓ P.M.T
- ✓ R.A.S



C **Multiple Choice** (6 points)

- 1) Carbonation \_\_\_\_\_ the rate of intoxication.
  - a) Slows down
  - b) Speeds up
  - c) Does nothing to
  
- 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
  
- 3) You can accept an expired ID as long as all other information is correct.
  - a) True
  - b) False
  
- 4) If someone has had too much to drink, serving them coffee will help sober them up.
  - a) True
  - b) False
  
- 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
  
- 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)

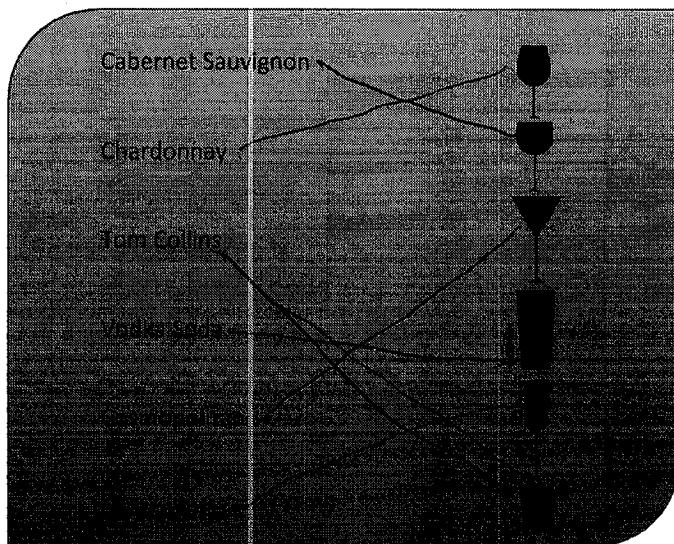
Match the word to its definition

- I "Straight Up"
- F Shaker Tin
- E "Neat"
- A Muddler
- B Strainer
- G 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  $\frac{1}{2}$  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):

Chivas - Patron - red label

What are the ingredients in a Manhattan? Whiskey, bitters, Vermouth, cherries

What are the ingredients in a Cosmopolitan? Vodka, cranberry, triple sec, lime

What are the ingredients in a Long Island Iced Tea? Rum, vodka, tequila, gin, triple sec

What makes a margarita a "Cadillac"? Spirit of Gran Marnier - topped with soda

What is simple syrup? Sugar cane

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

Illegal

get from else  
(do not use ice) where

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

Wrap glass in tape, replace, clear ice bin

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

Never

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

Olives

What are the ingredients in a Margarita?

tequila, lime, salt, triple sec

80%

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
- 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
- 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
- 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
- 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
- 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

D

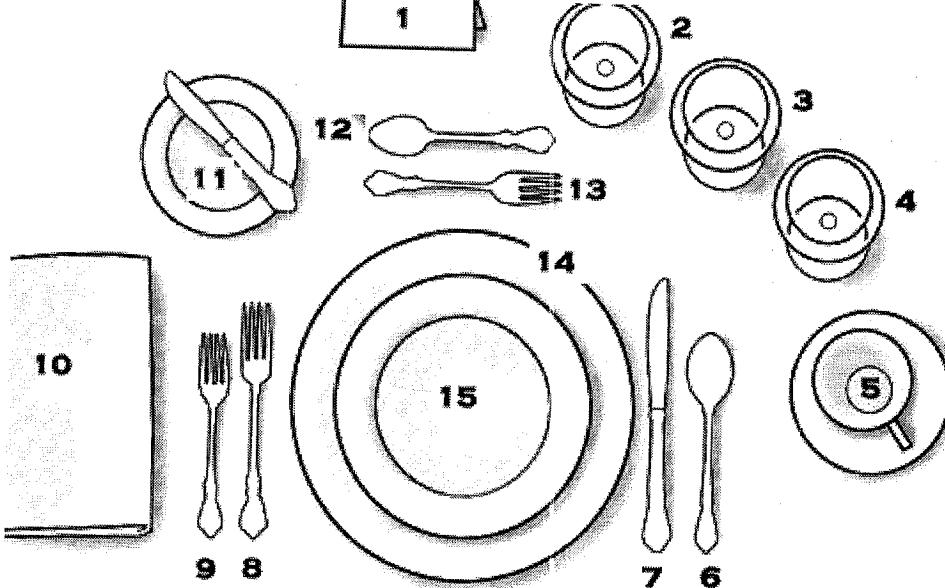
A

D

D

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>C</u>	French Passing	D. Area for dirty dishware and glasses
<u>B</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



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)

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

Fill in the Blank

1. The utensils are placed 1/2 - 1" inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? Cream / Sugar

3. Synchronized service is when: Guests are served all at once.

4. What is generally indicated on the name placard other than the name? Table #

5. The Protein on a plate is typically served at what hour on the clock? 9

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Notify captain in charge of setting table (food)