

# STEVEN MCINTOSH JR.

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com

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## SKILLS

Motivated leader with great organizational skills and problem solving experience as well as excellent decision making abilities.

## EDUCATION

**Long Beach City College, Long Beach, CA** — Restaurant/Hotel Management

January 2015 - Present

**Diablo Valley College, Pleasant Hill, CA** — Restaurant/Hotel Management

August 2011 - December 2014

**City College of San Francisco, San Francisco, CA** — Restaurant/Hotel Management

August 2010- June 2011

**Heritage High School, Brentwood, CA** — *High School Diploma*

## EXPERIENCE

**Kimpton Hotel Palomar, Los Angeles – Westwood – Front Desk Agent**

July 2018 – PRESENT

! The Guest Service Agent is responsible for providing quality guest services that include registration and check-out, PBX operations, mail and message service.

! Conduct pre-assignment of hotel rooms, which includes VIPs, repeat guests, all packages, and any special requests.

! Check in and out hotel guests in a confident, professional and friendly manner.

**Hyatt Regency-OC, Garden Grove, CA — Fine Dining Server**

November 2016 - November 2018

! Build rapport, by demonstrating great communication skills in order to form great interpersonal relationships with guests to ensure their experience is memorable.

! Assure that all food and beverage operations are running smoothly as well as assisting with private banquets and events that are held on property.



**BJ's Restaurant and Brewhouse, Cerritos, CA — Lead Trainer & Cocktail Server**

April 2012 - February 2019

- ! Demonstrate my versatility by providing guests with gold star service as a server, lead trainer, or quality control manager.
- ! Utilize my organizational and mathematical skills when ordering liquor, as well as track inventory on hand levels/needs.
- ! Collaborate with leadership to train new employees.

**Renaissance Club Sport, Walnut Creek, CA — Cashier**

May 2011 - February 2012

- ! Was detail oriented when running the register in the deli section of the Club Renaissance.
- ! Maintained great relationships with guests and members of the hotel, as well as assisted with private events at the hotel.

**Six Flags Discovery Kingdom, Vallejo, CA — Shift Lead**

June 2006 - January 2010

- ! Displayed my adaptability to change when it came to working as a shift lead or in the warehouse working with inventory to ensure the park stores were fully stocked.
- ! Ensured park guests were taken care of and had a wonderful experience.



**Bartenders Test**

Score 23 / 35

94/100

**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

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

**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

L "Neat"

c) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

q Muddler

d) To pour 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"

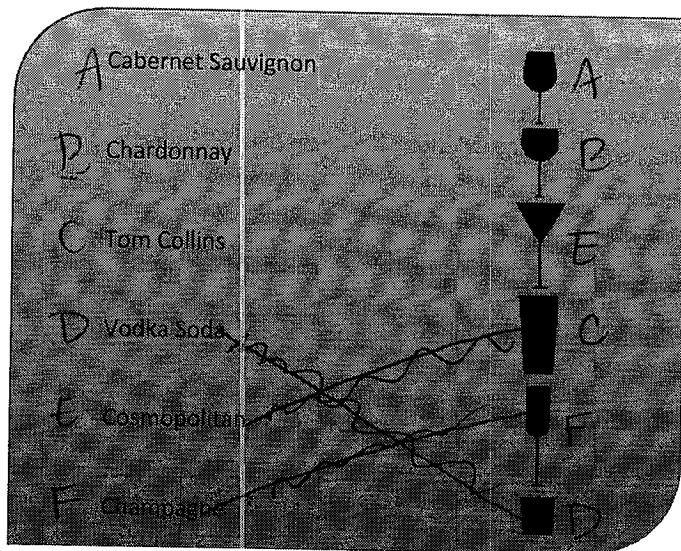
h) Requesting a separate glass of another drink

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): Grey Goose, Makers Mark, Don Julio

What are the ingredients in a Manhattan? Bourbon, Cherry

What are the ingredients in a Cosmopolitan? Cranberry juice, vodka, lemon juice

What are the ingredients in a Long Island Iced Tea? Vodka, Tequila, gin, triple sec, coke

What makes a margarita a "Cadillac"? Grand Mariner

What is simple syrup? Sugar / Water

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

NO / ABC No Offense Marrying

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

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? Margarita mix, tequila, lime, salt, triple sec.

**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

TY-

A

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

C

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**

E 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

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

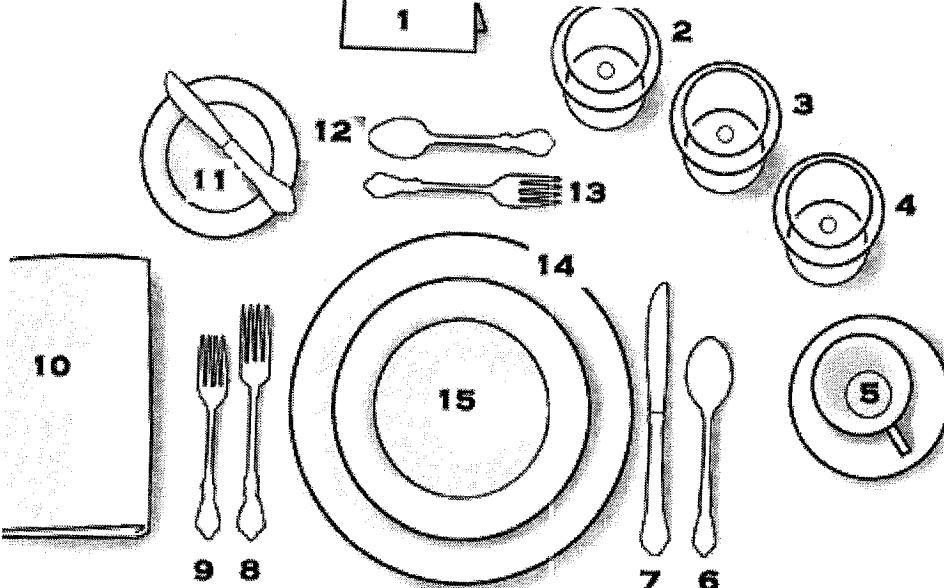
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

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 / 35

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>2</u>  | Wine Glass (Red)             |
| <u>9</u>  | Salad Fork                   |
| <u>14</u> | Service Plate                |
| <u>3</u>  | Wine Glass (White)           |

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

Fill in the Blank

1. The utensils are placed two inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream / Sugar / spoon
3. Synchronized service is when: each plate is taken one by one
4. What is generally indicated on the name placard other than the name? seat number
5. The Protein on a plate is typically served at what hour on the clock? 5 (o)
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? ask if allergy or preference and inform ~~chef~~ chef