

# Hannah Howard

## Golden Valley Golf and Country Club

Banquet Server

12/16-present

Golden Valley, MN

- Provide above average service at banquets/ Country Club events, strive to know members, give options instead of "no"
- Maintain classic counter-clockwise, in-order service for food (even with various selections) - clockwise for drinks/ clearing; ladies first unless contemporary non-gendered service requested by event host
- Artistically set up beautiful displays for buffet-style events with flowers, props, fresh produce, and selections of risers

## RiverCenter - Morrissey Hospitality Companies

Catering Attendant 09/16-present

Saint Paul, MN

- Serve some of the largest, most celebrity attended events in MN, including Starkey Galas, locked down security events for tech or health companies, events with government officials - always maintain discretion and professionalism

## Rebel Minx Studios (PT office job at KleerSpex)

Owner/ Artist/ Designer

07/15-present

Minneapolis, MN

- Create sculptural lighting for art installations, averaged one large event per month 2017-18; 7/15-8/16 hosted/ catered weekly art night

## Bartmann Restaurants (BLB/ Barbette)

Manager

04/12- 07/15

Minneapolis, MN

- May '15 - Received a salary increase of \$2000 annually
- Managed FOH operations and P&L for over thirty staff, touched tables, daily bank run, smallwares, paper (and fill-in bar/ bev) inventory/ ordering, progressive discipline, facility issues, and high volume seating/ waitlist, charitable giving
- Attended block party planning meetings, worked multiple zero-waste festival-size events; took photos for social media
- June '13 - Transferred to my preferred restaurant: Barbette; took on social media, hiring duties, led FOH staff meetings

## The Lexington Restaurant

Manager

11/10- 04/12

Saint Paul, MN

- Managed FOH operations and P&L, for up to twenty-two staff, cash-outs, liquor/ wine rooms and wrecks, problem solving for computers, hiring, discipline/ firing, facility issues, lighting, music/ temp levels and high volume seating plot
- Visited every table for quality/ relationships with the Lex's extensive regulars; handled all complaints - all leave happy
- Instituted server training meetings, using the manual I created - tailored to the Lex's unique specifications
- January '12 - Designated the administrative duties of the sole manager to change menus and POS system

## Metro Food & Bev Staffing/ Express (during college)

Captain/Bartender/Server

08/06- 11/10

Twin Cities, MN

- Served at the Walker, Guthrie, Arboretum, Marshall Fields, Macy's Glamorama, many corporate locals; for highest wage

## Soluna

Manager

03/05- 05/06

San Francisco, CA

- September '05 - Received a salary increase of \$5000 annually
- Instituted server training: Led meetings, Created a training manual that tailored my fine service knowledge to our restaurant's specifications, supplied manuals/ ongoing literature for use at every meeting, Created/ held server tests.
- Created an event calendar of the Opera, Ballet, Symphony, Orpheum, BG Auditorium; staffed service accordingly.
- July '05 - Promoted from part-time, hourly FOH Manager to full-time, salaried FOH Manager.
- Managed nine to fifteen FOH employees; hired, scheduled, trained, directed, disciplined and closed out dinner staff.
- Developed connections with regulars, keeping records. Managed seating/sections, greeted, sat, thanked guests.

## Twist Restaurant & Bar at The Washington Inn

Manager

04/02- 01/05

Old Oakland, CA

- June '03 - Promoted to Banquet, Restaurant and Bar Manager of Twist/ The Washington Inn.
- Created Menu Book, Event Floor Plans and Client Form; Managed inquiries, invoices, payment and staff.
- April '03 - Assumed new duties of Restaurant and Bar Manager after change of ownership.
- Transformed a selection of house red/white and well liquors, to a selection of fine wines and full bar on a budget of \$500 a week. Programmed POS, scheduled staff, captained banquets, updated menus, etc. Created all in-house graphic design.
- May '02 - Promoted to Lead Server/General Manager's Assistant/Floor Manager one month after being hired as a server. Trained new servers and bartenders, assisted GM with paperwork etc.

## Jimmy Bean's Catering

Caterer

07/00-02/02

Berkeley, CA

- Loaded/ drove van, set up/ served at country clubs, fine homes, UC; ranging from drop-off to full-service, buffet to fine.

## McCormick & Schmick's "Spenger's Grotto"

Server

01/00-7/00

Berkeley, CA

- Studied fish, oysters, etc. from literature/ optional meetings; utilized wine, liquor, food and service knowledge table-side.

## Tarpy's Roadhouse

Bartender/Server

06/99-10/99

Monterey, CA

- Promoted from Barback and Bartender shifts to Server and Bartender shifts at this award winning, fine restaurant
- Memorized daily the menu additions of nine to fourteen specials and each ingredient
- Attended daily meetings for education, quizzing and tastings of wine, liquor, cuisine, single-malts, cocktails, sauces, cooking techniques or service standards and techniques; Maintained and studied issued literature and weekly inserts
- Utilized this knowledge table-side and behind the bar for up-selling by offering intriguing options
- Studied weekly BTG/ much of the over 100 selection Wine Spectator award list; attended mandatory/ optional tastings



**Multiple Choice**

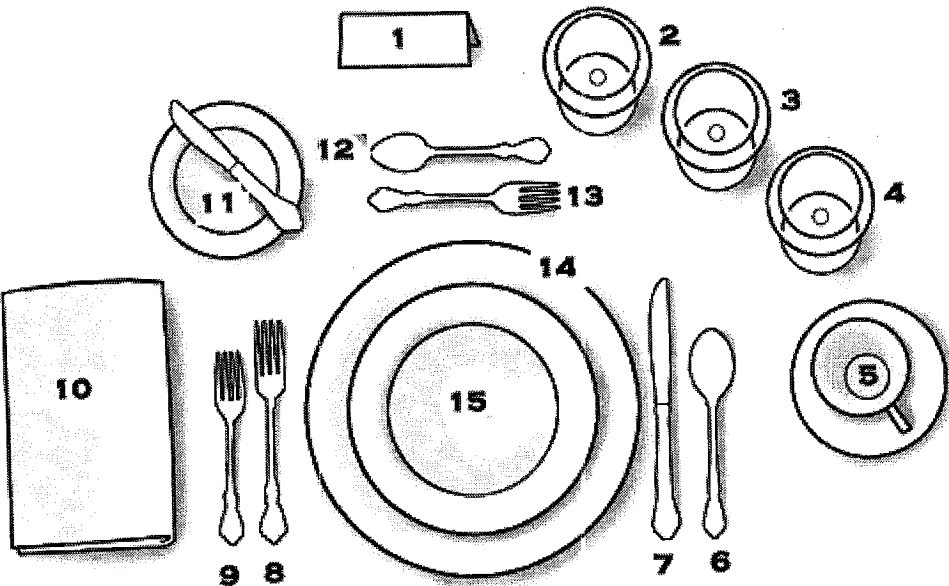
89%

-4

- 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        | 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>G</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  
6 Soup Spoon  
15 Salad Plate  
4 Water Glass

**Fill in the Blank**

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream (1/2 + 1/2) + sugar/sweetener - honey lemon
- Synchronized service is when: A table of 8 has 4 servers setting 1 plate per person for the dinner for 4
- What is generally indicated on the name placard other than the name? menu selection
- The Protein on a plate is typically served at what hour on the clock? 6:00
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
tell a manager, you lead ok the kitchen if direct  
Remove any food in front of them that is  
questionable

**Bartenders Test**

Score 35 / 35

**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

100%

**Vocabulary (9 points)**

Match the word to its definition

C "Straight Up"

E Shaker Tin

J "Neat"

A Muddler

B Strainer

E Jigger

G Bar Mat

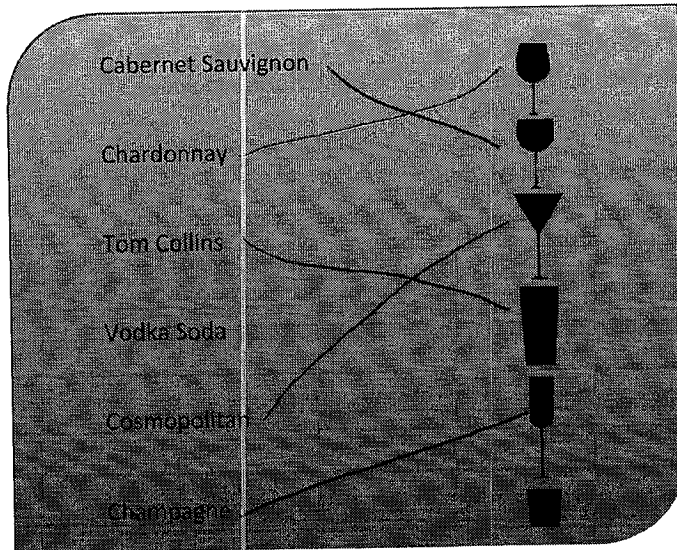
D "Float"

Ⓢ "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 ½ 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): Belvedere vodka, Knob Creek whiskey, Mount Gay Rum
- What are the ingredients in a Manhattan? whiskey, sweet vermouth, cherry (bitters or cherry rice), at some bars
- What are the ingredients in a Cosmopolitan? citrus vodka, triple sec or cointreau, cranberry juice, lime juice, over ice or a up
- What are the ingredients in a Long Island Iced Tea? vodka, gin, rum, triple sec (tequila at most bars), splash of coke, lemon wedge
- What makes a margarita a "Cadillac"? gold tequila And a fluted glass manner
- What is simple syrup? water boiled w/ sugar to make sweet syrup
- Is it legal to pour liquor from one bottle into another? What is this called? (2 points)  
no Its called mudding or it's like "conditioning"
- What should you do if you break a glass in the ice? pour hotchup or color on ice, burn it, clean well, replace
- When is it OK to have an alcoholic beverage while working? never, ABC regulatory
- What does it mean when a customer orders their cocktail "dirty"? olive juice
- What are the ingredients in a Margarita? tequila, triple sec or cointreau, Sweet + sour or fresh lemon and lime juice, lots of ice