

Amy-Theoni N. Minakakis
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SUMMARY QUALIFICATIONS

Excellent customer service skills. Able to provide adequate resolution to problems or concerns. Maintains a confident and professional demeanor. Works well independently or in a group setting. Quickly learns and adapts to new concepts. Works well in fast-paced environments. Excellent customer service skills. Rapidfire POS. Aloha POS.

PROFESSIONAL EXPERIENCE

CARETAKER

Provided and maintained personal grooming of family members. Ran errands and submitted payment for bills. Handled grocery shopping. Prepared nutritious meals. Managed cleaning and laundry. Reminded family members to take medication while assisting with dosages.

TELLER

Handled cash deposits and withdrawals. Processed loan, credit card, and mortgage payments. Balanced cash drawer. Processed monetary instruments. Processed electronic money transfers. Counted, balanced, and maintained cash levels of ATM.

SERVER/BARTENDER/ HOSTESS

Greeted guests and escorted to tables. Provided menus. Answered phones for take-out orders, reservations, and answered general questions. Processed and fulfilled take-out orders. Documented reservations using "Open Table" software. Cleaned tables as diners finished their meals; prepared and served cocktails and other beverages;

EMPLOYMENT HISTORY

| | |
|--|---------------|
| Caretaker, Self-employed, Inglewood, CA | 01/09-Present |
| Teller, US Bank, Culver City, CA | 09/07-10/10 |
| Hostess, Matteo's Restaurant, Los Angeles, CA | 01/06-08/06 |
| Server, Damiano's Pizza, Los Angeles, CA | 08/05-12/05 |
| Server/Bartender, The Shack, Playa Del Rey, CA | 06/04-01/05 |

EDUCATION

Coursework, General Studies, Los Angeles City College, Los Angeles, CA
Certificate of Completion, Theatre Arts, Los Angeles City College Theatre Academy, Los Angeles, CA
High School Diploma, Van Nuys High School, Van Nuys, CA

Name Amy-Theoni Minakakis

Servers Test

Score 31 / 35

Multiple Choice

-4
89%

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 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

D

Scullery

E

Queen Mary

A

Chaffing Dish

G

French Passing

B

Russian Service

F

Corkscrew

C

Tray Jack

A

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

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)

C

Used to hold a large tray on the dining floor

D

Area for dirty dishware and glasses

E

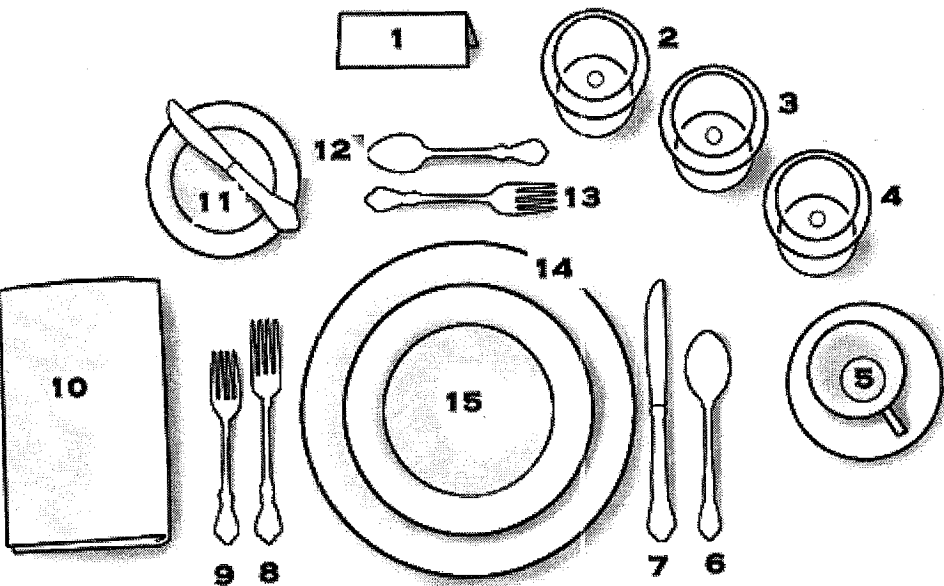
Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F

Used to open bottles of wine

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

1. The utensils are placed 6 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream & Sugar / Sweetener
3. Synchronized service is when: all food & beverages are served together
4. What is generally indicated on the name placard other than the name? Entree
5. The Protein on a plate is typically served at what hour on the clock? 5:00
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Inform Kitchen Staff (and runner when applicable)

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

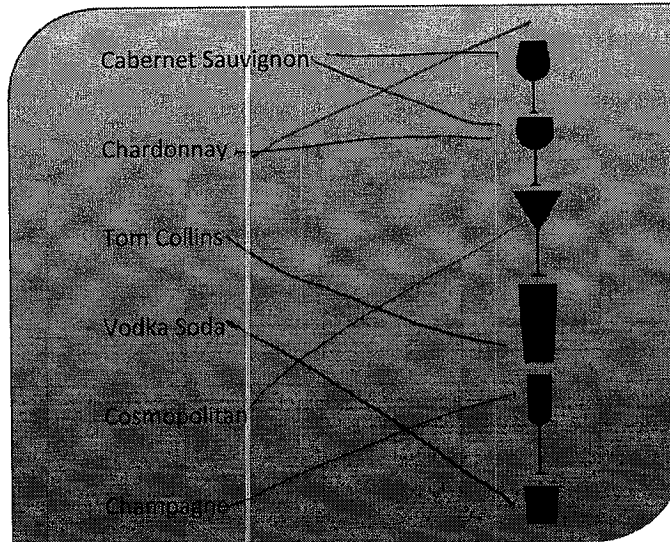
Vocabulary (9 points)

Match the word to its definition

- | | |
|------------------------|--|
| <u>C</u> "Straight Up" | <u>a</u>) Used to crush fruits and herbs for craft cocktail making |
| <u>E</u> Shaker Tin | <u>b</u>) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>I</u> "Neat" | <u>c</u>) To serve chilled liquor in a chilled stemmed cocktail glass with no ice |
| <u>A</u> Muddler | <u>d</u>) To pour 1/2 oz of a liquor on top |
| <u>B</u> Strainer | <u>e</u>) Used to measure the alcohol and mixer for a drink |
| <u>E</u> Jigger | <u>f</u>) Used to mix cocktails along with a pint glass and ice |
| <u>G</u> Bar Mat | <u>g</u>) Used on the bar top to gather spills |
| <u>R</u> "Float" | <u>h</u>) Requesting a separate glass of another drink |
| <u>H</u> "Back" | <u>i</u>) 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): Absolut, Jose Cuervo, Jack Daniels

What are the ingredients in a Manhattan? _____

What are the ingredients in a Cosmopolitan? Grenadine, Vodka, Cranberry

What are the ingredients in a Long Island Iced Tea? Rum, Vodka, Tequila, Coke

What makes a margarita a "Cadillac"? _____

What is simple syrup? liquid sugar

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

No

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

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? tequila + margarita mix