

**Maurice Edward Brown**  
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## **SKILLS**

Ability to manage multiple tasks in a fast pace environment, dependable; detail-oriented; team player; completes task accurately and proficiently. Effective verbal, written and interpersonal skills including Typing: 45wpm; Microsoft Office Suite – basic Word, Excel, Power Point, and Access; able to proficiently operate fax, copier, scanner and multi-line telephone systems; intermediate computer skills.

## **EDUCATION**

- Morgan State University, Baltimore, Maryland (Information Science and Systems) Pursuing a bachelor's degree Currently Pursuing
- High Point High, Beltsville, Maryland (Diploma Received) 08/06 - 05/07

## **School Clubs/Organizations**

Class Delegate, Football athlete and Captain, and Track and Field Manager as freshman in high school, Track and Field athlete as sophomore to senior year, Alpha Omega Club.

## **EXPERIENCE**

**Four Seasons wit and wisdom food Runner**, Baltimore MD 07/2015 - Present  
Ensuring exemplary guest service during events and through all forms of banquet service including: buffets, plated, carving stations, bartending, running food, replenishing product and supplies in accordance event standards.

**Brio Tuscan Grille**, Baltimore MD 08/2014 - 08/2015  
Responsibilities include Provide customers with information on revolving menu items and daily specials. Describing items on the menu (ingredients used along with how it is prepared, cooked and served). Suggest appropriate wines and other beverages to go along with customers' meals. Also serving and checking back with customers during the meal for any additional needs along with providing checks and taking payments. Work with other restaurant employees to present an enjoyable dining experience to customers.

**J-Paul's Seafood Restaurant**, Baltimore MD 06/2012 - 09/2013  
Responsibilities include greeting all guests with enthusiasm and friendliness, answering guest questions about food, beverages, and our facilities accurately and in a friendly manner. Identify food orders when ready and delivers items to tables in a timely manner. Communicate with food and beverage staff to ensure guest satisfaction. Maintain full knowledge of menus, recipes, and other pertinent information.

**Phillips Seafood Buffet Server**, Baltimore MD 01/2011-09/2011

Responsibilities included making sure the customer has at least a satisfactory dining experience. In addition to being knowledgeable of the menu, ingredients, and how each item is prepared. Knowing how to answer or fix a complaint, and handling cash, checks, and credit were also key responsibilities.



**Bartenders Test**

Score 28 / 35

**Multiple Choice** (6 points)

- a 1) Carbonation \_\_\_\_\_ the rate of intoxication.  
a) Slows down  
b 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 b) False
- b 4) If someone has had too much to drink, serving them coffee will help sober them up.  
a) True  
b 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 b) False

-7

80%

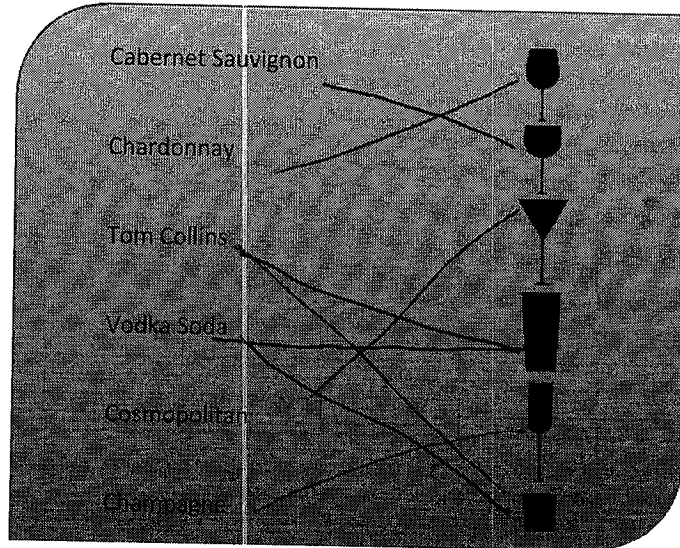
**Vocabulary** (9 points)

Match the word to its definition

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

Jefferson, Patron, Bulleit

What are the ingredients in a Manhattan?

Vermouth, whiskey (bitters (cherry garnish))

What are the ingredients in a Cosmopolitan?

Vodka, Triple sec, cranberry

What are the ingredients in a Long Island Iced Tea?

Vodka, gin, Rum, Simple syrup, coke

What makes a margarita a "Cadillac"?

-1

What is simple syrup?

Sugar and water

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

-2 No. It's called marrying liquor

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

Remove ice/throw ice holder/refill ice

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?

1

Name Maurice Brown

**Servers Test**

Score 32/35

**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

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

-3

91%

**Match the Correct Vocabulary**

D ~~E~~ Scullery

E ~~D~~ Queen Mary

A Chaffing Dish

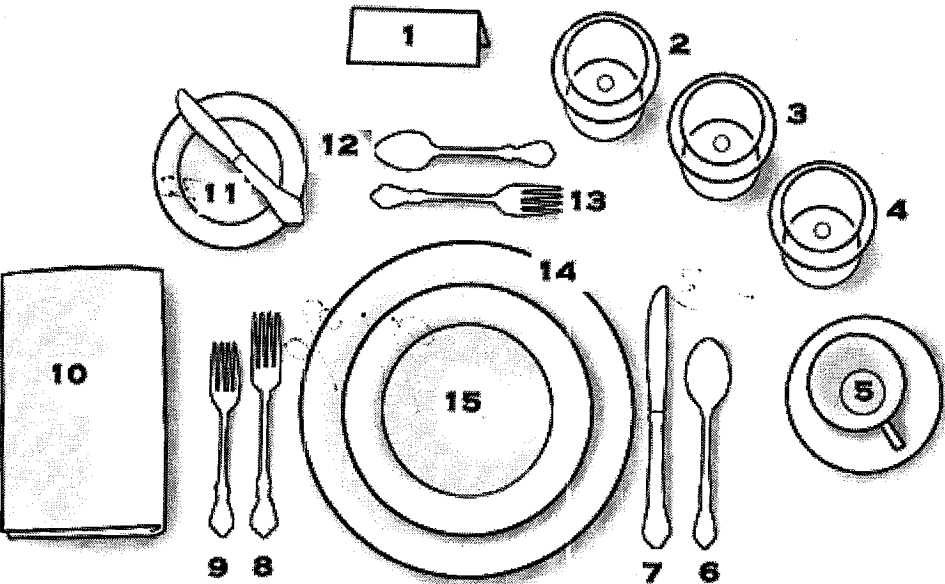
G French Passing

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 1/2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream/sugar/spoon/milk
3. Synchronized service is when: Food is served to everyone at the same time
4. What is generally indicated on the name placard other than the name? choice of meat
5. The Protein on a plate is typically served at what hour on the clock? 6 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
provide them with the special menu and ask if they have any dietary restriction