

RON SANTEE

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EXPERIENCE

Langosta Lounge

Restaurant & Bar

Front & Back of House Manager; Bartender & Cook

Asbury Park, NJ (2012 - 2018)

- Popular hangout frequented by locals and tourists, located on the very busy Asbury Park Boardwalk.
- Energetic and personable Bartender with superb customer service record and aptitude for training new staff. Adept at handling every type of customer with ease and professionalism. Expertise in beers and specialty cocktails, and excellent skills in promoting drinks to customers.
- Quickly promoted to Front & Back of House Manager. Strong familiarity with public health standards, effectively managing staff, and successfully leading operations.
- Contact: Marilyn Schlossbach, (732) 604-9899

Bond Street Bar

Restaurant & Bar

Bartender, Server & Cook

Asbury Park, NJ (2016-2018)

- Popular local staple rock n roll bar, very busy year-round.
- Readily adapted to serve restaurant's daily needs across the kitchen, bar, and front of house. Effectively handled customer complaints and special requests.
- Successfully managed restaurant marketing and public relations; administered social media channels and online presence.
- Marketed, suggested, prepared, and served top-notch drinks with exceptional customer service to maximize repeat business.
- Contact: Rosario Zacharo, (732) 239-0304

Pop's Garage Mexican Cocina

Restaurant & Bar

Front of House Manager; Lead Server

Shrewsbury, NJ (2010-2013)

- Managed scheduling, payroll, and excelled at effectively communicating with staff.
- Trained new employees on the menu, computer system, service standards, and best practices.
- Successfully managed restaurant marketing and public relations; administered Facebook page and online presence.
- Skilled at anticipating, identifying and fulfilling guest needs and clarifying special orders. Established repeat business by developing positive relationships with customers.
- Contact: Arthur Gregory, (646) 408-0033

SKILLS

Excellent attention to detail, ability to multitask, clear verbal communicator, and a strong team player with a positive attitude. I take pride in offering excellent customer service and providing a positive experience for my customers.



Multiple ChoiceB O

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

B 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

C O

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 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 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

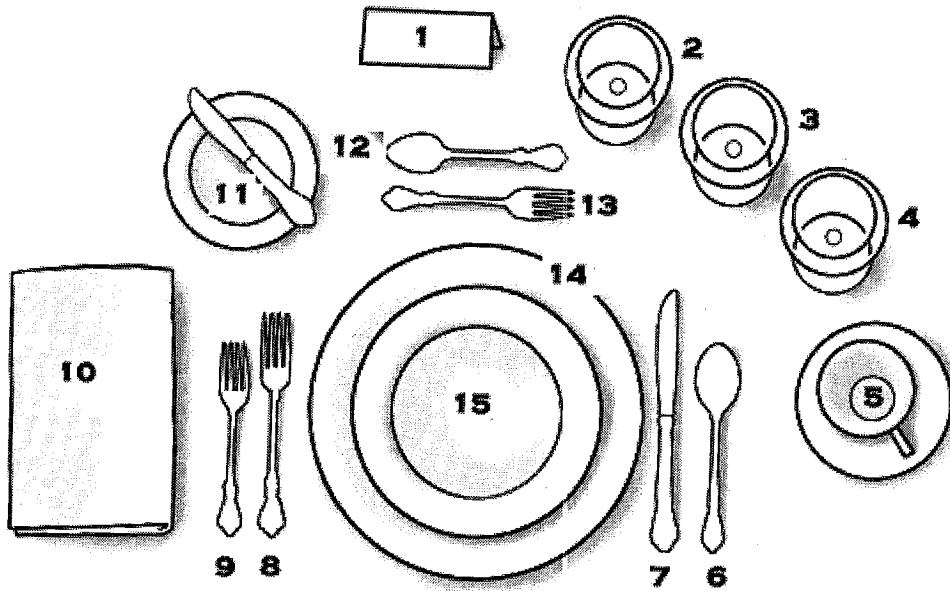
D D

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**D**Scullery**A H**Chaffing Dish**B**French Passing**C**Russian Service**E**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

<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
- 12 Dessert Fork
- 6 Soup Spoon
- 15 Salad Plate
- 4 Water Glass

Fill in the Blank

- The utensils are placed 12 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Dessert.
- Synchronized service is when: Same time.
- What is generally indicated on the name placard other than the name? How many guests.
- The Protein on a plate is typically served at what hour on the clock? 2 o'clock.
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Make sure it is available and specify with kitchen.

Bartenders Test

Score 24 / 35

Multiple Choice (6 points)

A 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

A 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

-1
99%

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

I "Neat"

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

A Muddler

- d.) To pour $\frac{1}{2}$ 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"

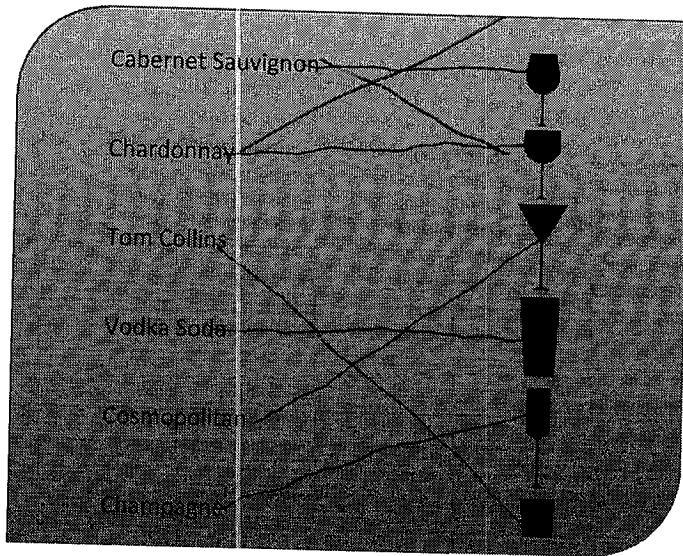
- h.) Requesting a separate glass of another drink

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, Patron, Bacardi

What are the ingredients in a Manhattan? Whiskey, vermouth, Maraschino cherry

What are the ingredients in a Cosmopolitan? Vodka, cranberry juice and lime juice

What are the ingredients in a Long Island Iced Tea? Cola, Sour mix, vodka, tequila, gin, simple

What makes a margarita a "Cadillac"? A floater of Grand marnier

What is simple syrup? Granulated sugar

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

No, Marrying

What should you do if you break a glass in the ice? Melt, or burn, the ice and refill

When is it OK to have an alcoholic beverage while working? Never. After your Shift.

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

What are the ingredients in a Margarita? Fresh lime juice, tequila, sour mix