

DANIEL DALEY

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Dear Hiring Manager,

I am writing to introduce myself and apply for the position you have available. I am 26 years old, a native New Yorker, living in LA for six years now.

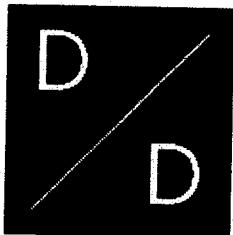
I am a career hospitality person who loves what he does. My passion for food, beverage and hospitality go far beyond the workplace and it is something that I am constantly striving to grow in and obtain more knowledge and expertise in. In the past few years of my career I have refined my focus to management, wine, beverage programs and fine dining service.

As stated in my resume, I have ten of years of progressive experience in the food and beverage field. Most recently, as a Food and Beverage Outlets Manager with The Freehand Hotel. I successfully managed both the Exchange Restaurant and Rudolph's Bar & Tea and in my time here I have created a culture and level of expectation for the team that led us to being a destination spot for imbibing and indulgence in the downtown area.

Attached please find my resume for your review. I look forward to speaking with you further regarding your available position, and I thank you for your consideration.

Yours sincerely,

Daniel Daley



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PROFESSIONAL SUMMARY

With ten years of experience in the food and beverage industry I am looking for my next challenge in a fast paced, culture driven, hospitality and service oriented concept. I have gained knowledge and expertise in all aspects of restaurants through my experiences in small mom and pop venues to hotels. Hospitality is a career for myself, in which I have worked my way through many different positions and I am looking for the next building block of my career. When brought into a new team I utilize my knowledge, work ethic, attention to detail and leadership skills to prove itself through hard work and dedication. All the while I strive to push the boundaries of the term hospitality, exceed expectations in the form of service and am constantly yearning to gain more knowledge in the industry. With the ultimate goal of owning my own concept one day, I strive to be a part of a team that will add to my growth and development.

SKILLS

- Project management
- Finite attention to detail
- Intensive wine & beverage knowledge
- Impeccable work ethic
- Hospitality driven
- Leadership
- Fine dining attributes

EXPERIENCE

Food & Beverage Outlets Manager

March 2017 - April 2019

The Freehand Hotel | Los Angeles, CA

- Started with the opening team in which I assisted in creating a culture of fine dining service, intensive hospitality, extensive knowledge of food and beverage and pushed the pursuit of excellence in the workplace.
- Started as a server on the opening team, within two months was promoted to floor manager, within another five months promoted to the Outlets Manager.
- Managed a team of 30-40 people through two venues, The Exchange Restaurant and Rudolph's Bar & Tea.
- Managed schedules for all positions in these venues.
- Oversaw and completed payroll.
- Created a culture and level of expectations throughout these venues in the forms of; staff training's, creating strict training materials, constant coaching and guiding, programs for growth from your current position, attention to detail in service and much more.
- Guided the beverage programs for both outlets.
- Created a unique wine program for the Freehand Hotel.

Manager/Bartender

June 2016 - July 2017

Santa Monica, Redondo Beach, CA

- As a bartender you made cocktails and poured beer for a high volume and constantly busy bar and restaurant.
- Dealt with a high volume of service tickets while handling up to a fifteen seat bar.
- At times you would have a section of anywhere from three to five tables and offer service throughout the customer's meal.
- You were required to know their own cocktail list which consisted of about 20 different specialty cocktails as well as basic knowledge of basic tending of bar.
- In management I guided the restaurant through high volume nights of \$10,000 and more.
- I was able to implement change in the opening/closing procedures, ensure comradery, administer write ups, hold employee meetings and pre shifts and deal with the constant fast pace and scenarios a high volume sports bar and restaurant offers.
- Flexible to working in different locations when needed help and filling in different roles.

Supervisor/Server/Bartender**July 2015 – April****Obika Mozzarella Bar/ Piazza Lounge | West Hollywood,****2017****CA**

- As a server, you gave service to a 20 table section split between one another server or sometimes alone.
- Learning the intricacies of Italian culture and pairings between food and beverage.
- Hired with potential to be a supervisor and within two months was promoted.
- This required opening and closing the restaurant, which included stocking the front of the house, restocking the bar at night, properly managing the days bank, assisting coworkers with voids, comps and breaks, and ensuring an effective work environment while management is away.
- With the potential to bartend, I took on task of learning our menu cocktails while teaching myself the skill of bartending.

EDUCATION**Suffolk County Community College****January 2012****Smithtown High School****January 2011**

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

97/

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

S 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"

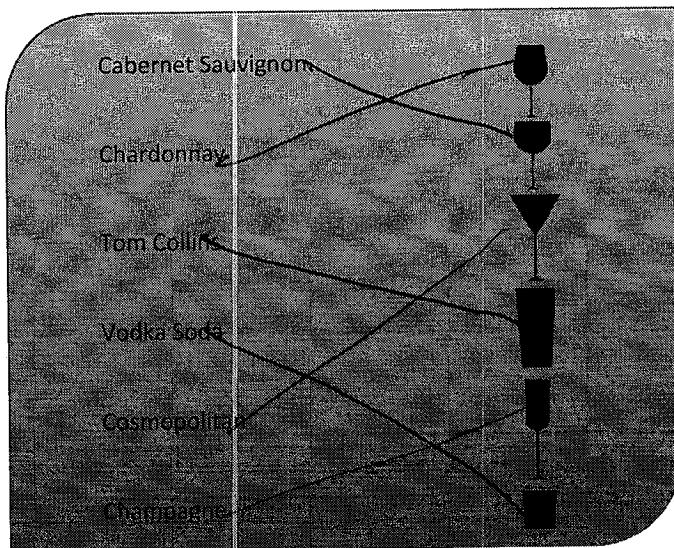
h.) Requesting a separate glass of another drink

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, Don Julio, Weller 10

What are the ingredients in a Manhattan?

Sweet Vermouth, Bitters + Rye garnish w/ cherry

What are the ingredients in a Cosmopolitan?

Lime + Cranberry Juice, Orange liquor and Vodka

What are the ingredients in a Long Island Iced Tea?

Vodka, Tequila, Rum, Gin, Triple Sec (orange liquor) to taste

What makes a margarita a "Cadillac"?

Cran Marnier or Cointreau floating top

What is simple syrup?

Even parts sugar and water used as a sweetener

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

Mixing; not illegal but discouraged

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

Burn all the ice in the well

When is it OK to have an alcoholic beverage while working?

NEVER

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

with olive brine

What are the ingredients in a Margarita?

Fresh lime, simple or orange, tequila + Cointreau or curacao

Name Daniel Daley

Servers Test

Score 94% / 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 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

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)

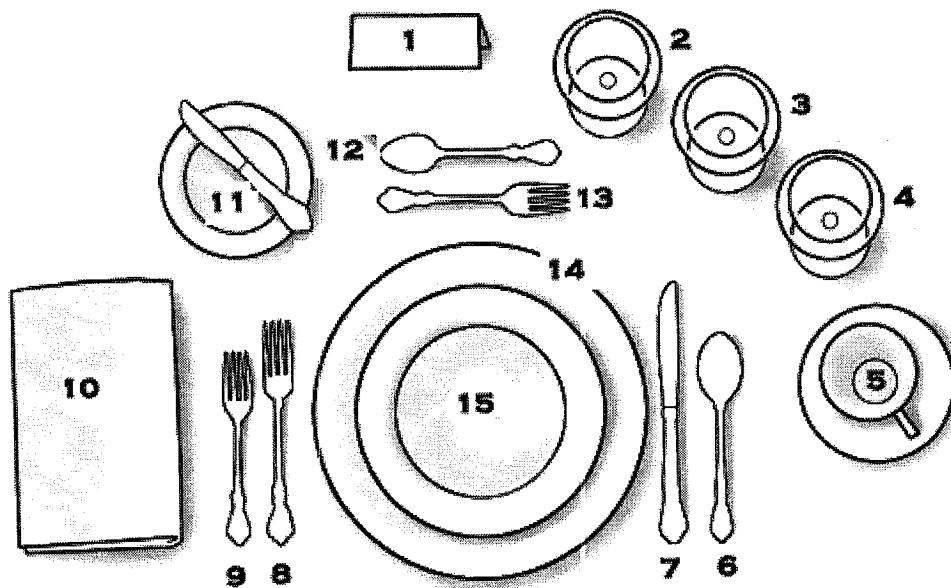
C Used to hold a large tray on the dining floor

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
10
11
12
13
14
15

Dinner Fork
Tea or Coffee Cup and Saucer
Dinner Knife
Wine Glass (Red)
Salad Fork
Service Plate
Wine Glass (White)

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

Fill in the Blank

1. The utensils are placed 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar, cream, honey
3. Synchronized service is when: Food + beverages hit the table simultaneously
4. What is generally indicated on the name placard other than the name? Table Number
5. The Protein on a plate is typically served at what hour on the clock? 8PM?
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Inform MGR / EXPO / CHEF