

Stefanie Hekking

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SUMMARY

More than 10 years experience in a restaurant, bar, and retail setting. Driven to provide guests with a memorable experience and genuine hospitality. Fast worker who always goes the extra mile to ensure the guests happiness.

SKILLS

- Works well under pressure
- Exceptional interpersonal skills
- Trained in liquor, wine, beer and food service
- Point of Sale (POS) operation
- California Food Handlers Card

Market City Caffe, Burbank, CA - Bartender/Server/Manager

MARCH 2015- MARCH 2019

- Trained new staff on guest service expectations
- Mix and serve drinks and cocktails for entire restaurant while maintaining a full section
- Track inventory for beer, wine, and liquor
- Answer guests inquiries and resolve issues promptly

Cheesecake Factory, Pasadena, CA - Server

JANUARY 2010 - JANUARY 2013

- Delivered exceptional, friendly, and fast service
- Answered questions about menu and made suggestions when requested
- Anticipated and serviced guests needs
- Accurately input guests orders into POS system in a timely manner

Bj's Restaurant, Burbank, CA - Server

SEPTEMBER 2003 - JANUARY 2009

- Consistently adhered to quality expectations and standards
- Assisted guests with making menu choices in an informative and helpful fashion
- Regularly checked on guests to ensure satisfaction
- Assisted coworkers, being a team player at all times

EDUCATION

Paul Mitchell the School, Sherman Oaks, CA Cosmetology

APRIL 2016- JUNE 2017

Bartenders Test

Score 34 / 35

Multiple Choice (6 points)

97%

- 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

C "Straight Up"

F Shaker Tin

i "Neat"

a Muddler

B Strainer

e Jigger

g Bar Mat

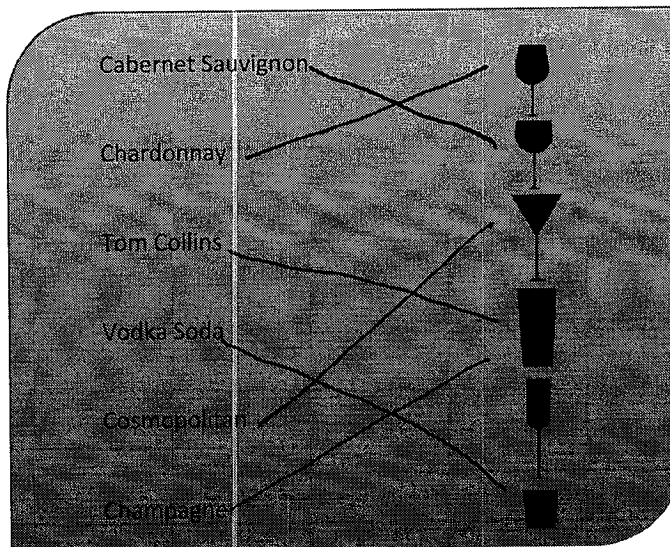
d "Float"

h "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): gray goose, henricks, patron

What are the ingredients in a Manhattan? whiskey, sweet vermouth, bitters

What are the ingredients in a Cosmopolitan? vodka, cointreau, cranberry juice, lime juice

What are the ingredients in a Long Island Iced Tea? vodka, gin, tequila, rum, triple sec, coke

What makes a margarita a "Cadillac"? grand marnier

What is simple syrup? sugar water

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? burn the ice

When is it OK to have an alcoholic beverage while working? no

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

What are the ingredients in a Margarita? tequila, tripple sec, simple syrup, lime juice

Name Stefanie Hekking
Servers Test

Score 27 / 35

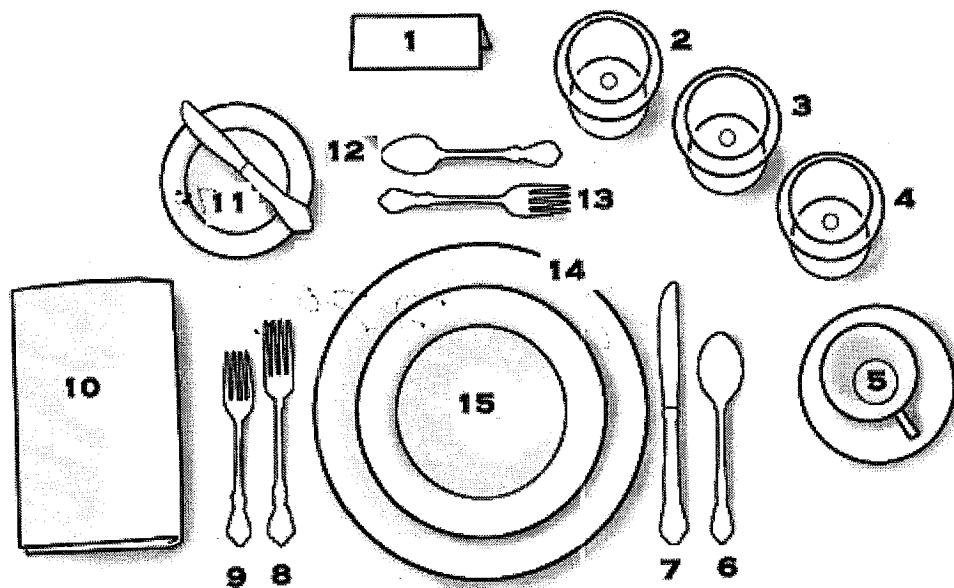
Multiple Choice

- A 1) Food is served on what side with what hand? -8 (77%)
- 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 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
- B 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

- ED Scullery
- E A Queen Mary
- A Chaffing Dish
- B E French Passing
- G 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 4 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 2 Water Glass

Fill in the Blank

- The utensils are placed 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? _____
- Synchronized service is when: everything gets placed on the table at the same time
- What is generally indicated on the name placard other than the name? table #
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
let the kitchen know