

# Kaitlin Weichsel

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## **SUMMARY**

Skilled customer service representative in both restaurant and retail environments, experienced beer and wine bartender, retail manager and candidate for work in various areas of hospitality services.

## **HIGHLIGHTS**

- Strong customer service skills
- Experience and success with a wide range of situational problem solving
- Motivated self starter and strong team player
- Friendly, outgoing, and adaptable
- Organized, communicative, and detail-oriented
- Able to multitask and excel in fast paced work environments

## **EXPERIENCE**

### **L.A. Wine - November 2018 - Current**

Los Angeles - Bartender/Special events host

Beer and wine bartender. Opening, closing, and cash register duties required. Knowledge of wine labels carried, varietals, regions, and characteristics of various wines required for discussion with guests. Also Responsible for hosting, promoting and booking a weekly open mic event and other various events held at the facility such as pop up food events and DJ nights.

### **San Antonio Winery - April 2018 - March 2019**

Los Angeles - Wine Steward

Required to greet customers, serve customers and lead them through four flight wine tastings with utmost hospitality. Display and communicate knowledge of all San Antonio wine products and speak to them about the winemaking process, history of the company, history of wine in Los Angeles and basic definitive qualities of various wine varietals. Daily assignments to lead guests through official speaking tours of the winery facilities as well.

### **The Acoustic Cafe - May 2017- September 2018**

Connecticut - Bartender and Box office representative

Acted as beer and wine bartender and also customer service representative for all box office sales at this medium size music venue. As bartender I would serve customers, stock the bar, set up orders, phone hospitality, opening and closing duties. For box office I would book ticket orders, give customers information on shows and upcoming events and work the door on show nights.

### **American Rag - September 2016- April 2017**

Los Angeles - Assistant Manager

Managed a staff of 10-12, all key holder responsibilities, opening and closing duties and cash register responsibilities. Handled customer complaints and critiques and oversaw all daily operations in this medium size Los Angeles boutique.

### **Origami Lounge - July 2010 - January 2012**

Downtown Los Angeles - Bartender

Employed as bartender at full service bar and sushi restaurant. Duties include opening and closing, orders and stocking, prepare and serve all cocktails ranging from basic cocktails through house specialties, also serve food ordered from bar menu. Emphasis also on building rapport with clientele through small talk, recommendations and general hospitality

### **Wardrobe Stylist and Costume Designer - September 2008- February 2018**

Los Angeles/NYC - Freelance

Member of union local 705 as a costumer. Have both assisted in wardrobe department as well as acted as department head overseeing crews of usually 4-6 people. Experience designing for film, television, commercials, music videos and theater.



**EDUCATION**

University of Southern California — Bachelors- American Studies, Minor - Art History  
Fashion Institute of Design and Merchandizing LA - Associate Degree - Fashion Design



**Bartenders Test**

Score 31 / 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

891

**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  $\frac{1}{2}$  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

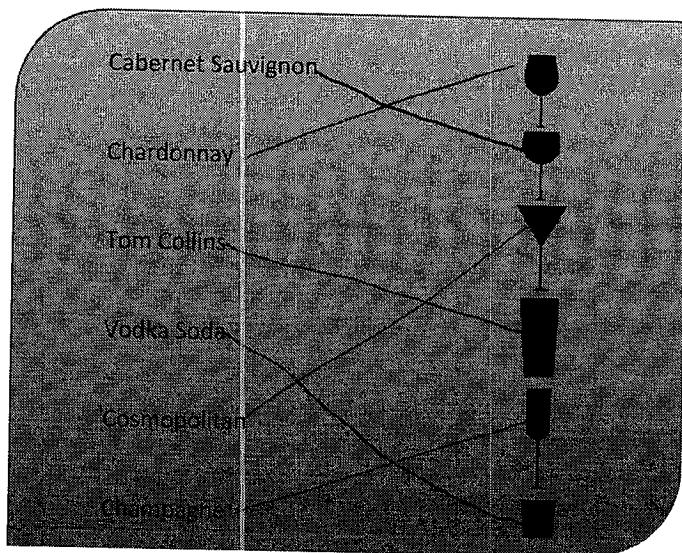
g.) Used on the bar top to gather spills

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): Grey Goose, PATRON, Gentlemans JACK

What are the ingredients in a Manhattan? Whisky, VERMOUTH, cherry

What are the ingredients in a Cosmopolitan? VOODKA, triplesec, GRAN + lime

What are the ingredients in a Long Island Iced Tea? Whisky, VODKA, RUM, Coke, cherry

What makes a margarita a "Cadillac"? Fresh ORANGE juice and orange, top Shelf

What is simple syrup? SUGAR that's been melted to liquid form w/ WATER and

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

No Mixing Bottles

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

When is it OK to have an alcoholic beverage while working? Never

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

What are the ingredients in a Margarita? TEQUILA, triple sec, sweet + sour Mix

Multiple Choice

9  
 74%

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

B 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

D Scullery

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

A Queen Mary

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 Chaffing Dish

C. Used to hold a large tray on the dining floor

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

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

F Corkscrew

F. Used to open bottles of wine

E Tray Jack

G. Style of dining in which the courses come out one at a time

1

2

3

4

10

9 8

14

15

7 6

5

10

Napkin

11

Bread Plate and Knife

1

Name Place Card

12

Teaspoon

13

Dessert Fork

6

Soup Spoon

15

Salad Plate

4 8

Water Glass

Score / 35

Match the Number to the  
Correct Vocabulary



Dinner Fork



Tea or Coffee Cup and Saucer



Dinner Knife



Wine Glass (Red)



Salad Fork



Service Plate



Wine Glass (White)

Fill in the Blank

1. The utensils are placed 1 5 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream, SUGAR, SPOON.
3. Synchronized service is when: MULTIPLE Servers HANDLE guests AT SAME TABLE SAME TIME.
4. What is generally indicated on the name placard other than the name? SEAT NUMBER, Event logo
5. The Protein on a plate is typically served at what hour on the clock? 4pm.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Notify the Kitchen.