

James D. Murphy

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Summary

Restaurant and bar professional with 11 years of front of house experience, including 2 years in a supervisor position. Amicable and friendly demeanor with superior skill in customer service.

Skills & Abilities

- 10 years experience in high volume bar and restaurant environments
- Extensive knowledge of wines, beer, spirits and craft cocktails
- Willingness and desire to learn new skills
- Multi-tasking under pressure

Experience

SERVER/MANAGER IN TRAINING / TOMATINA / 2007 - 2016

- Point of Sales operation and troubleshooting
- Opening and closing procedures including bank runs and end of the day sales reports
- Serving large sections of guests during busy dinner rushes
- Facilitating a culture of teamwork in the workplace

SERVER / JACK'S OYSTER BAR / NOVEMBER 2016 - DECEMBER 2017 (CLOSED)

- Knowledge of Chilean, French, Argentine and American wines
- Handling multiple sections simultaneously

BARTENDER/ TRIBUNE TAVERN/JUNE 2017 – OCTOBER 2017 (CLOSED)

- Serving food and drinks for a 20 top bar while simultaneously fixing cocktail tickets for the dining room staff
- Learning and retaining information on new wines/beers/spirits as well as new dishes/ingredients and specials

BARTENDER/ BAR 355 /JUNE 2017 – MARCH 2019

- Consistent education on new beers/spirits, their flavor profiles and how they pair in classic and modern cocktails
- Extensive prep of fresh squeezed juices and garnish for every shift

BARTENDER/ THE PEARL /NOVEMBER 2017 – MARCH 2019

- Preparation of high end cocktails and specialty cocktails for a three bar - 900 capacity room
- Co-operative set up of mobile bars around the building
- Working in conjunction with outside kitchen and catering staff

REFERENCES:

Cory Abshear (Bar Manager - Bar 355): (510) 388 - 8355

Jeff Wright (Operations Manager - The Pearl): (510) 500 - 7720

Further references upon request

Bartenders Test

Score 35 / 35

Multiple Choice (6 points)

100%

B 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"

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"

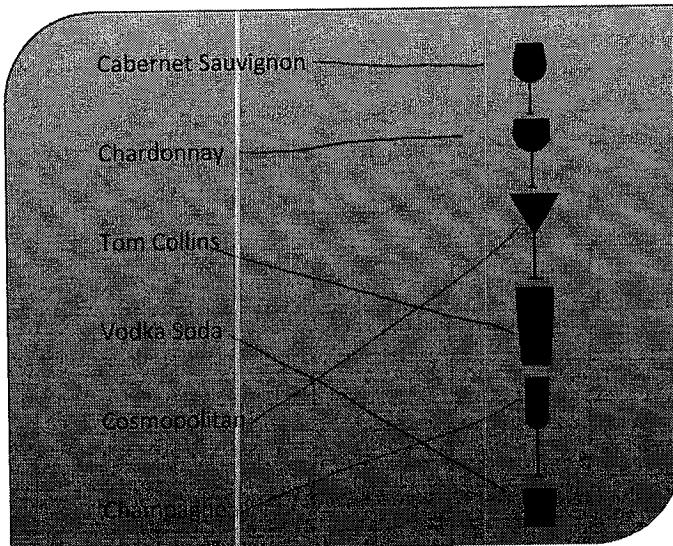
h.) Requesting a separate glass of another drink

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, Templeton Rye, Hendrick's Gin

What are the ingredients in a Manhattan? Bourbon, sweet vermouth, Ango Bitters, Maraschino Cherry

What are the ingredients in a Cosmopolitan? Vodka, lime juice, simple syrup, splash cranberry juice

What are the ingredients in a Long Island Iced Tea? Vodka, Gin, tequila, Rum, sweet & sour, Coke

What makes a margarita a "Cadillac"? Float of Gran Marnier

What is simple syrup? A syrup made of sugar and water

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)
No, mixing bottles is illegal in California

What should you do if you break a glass in the ice? Burn ice, ensure glass is gone before refilling

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 with Martini

What are the ingredients in a Margarita? tequila, lime juice, Agave or triple sec.

Multiple Choice

D 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 -8

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 77%

A 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

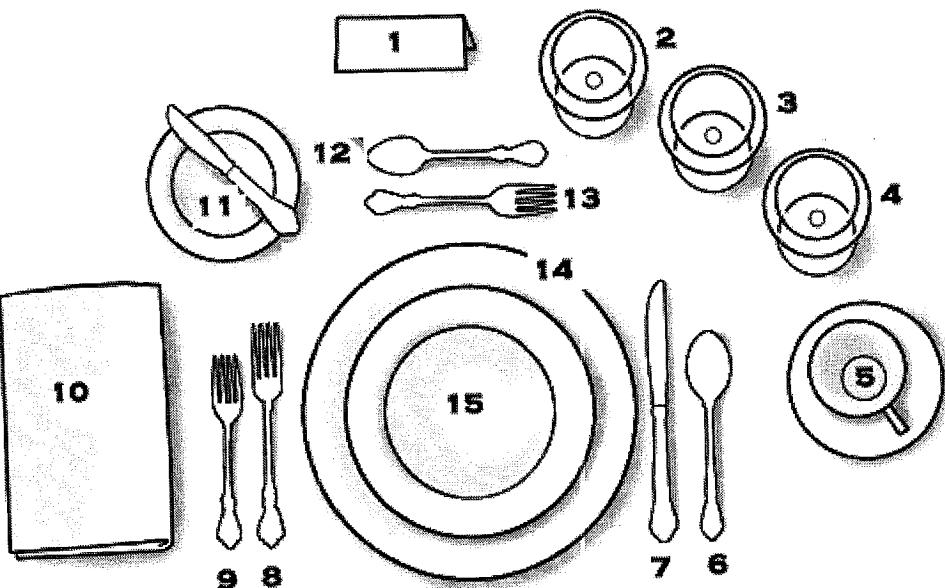
A 4) What part of a glass should you handle at all times?
 a) The stem
 b) The widest part of the glass
 c) The top

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

<u>D</u> Scullery	A. Metal buffet device used to keep food warm by heating it over warmed water
<u>C</u> 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)
<u>A</u> Chaffing Dish	C. Used to hold a large tray on the dining floor
<u>B</u> French Passing	D. Area for dirty dishware and glasses
<u>G</u> Russian Service	E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
<u>F</u> Corkscrew	F. Used to open bottles of wine
<u>E</u> Tray Jack	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>24</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
- 13 Dessert Fork
- 6 Soup Spoon
- 15 Salad Plate
- ~~8~~ Water Glass

Fill in the Blank

1. The utensils are placed 3, 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream, Sugar.
3. Synchronized service is when: All servers pass in tandem.
4. What is generally indicated on the name placard other than the name? Seating Party.
5. The Protein on a plate is typically served at what hour on the clock? 7 o'clock.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Inquire with the Chef.