

Maria D. Lopez

562) 528-4693

pitalopez85@gmail.com

Objective: To obtain a position where I can serve & attend to the needs of the guests. I am looking for long-term employment. I am a full-time nursing student. I am open to working part time & full time.

Skills: I am responsible, on time, respectful, flexible to changes. I work well in a team and have initiative and problem solving abilities. Excellent at multitasking, prioritizing and organizing. I pay attention to details. I am a fast learner and enjoy working in a fast pace environment. Experience in quality customer service for 15yrs I have developed great communication skills. Experience with tables program, Fluent in English and Spanish, and technical skills. I am dependable and will complete my daily assignments. I have transportation.

Availability

Am/ Pm Shifts Part time/ Full Time

Employment History

The Federal Bar

(562) 435-2000- Clare

102 Pine Ave, Long Beach, CA 90802

Server/ Cocktail Service/ Bottle Service/ Events /Salary: \$11 plus tips

Hambones Bar & Grill

(714) 968-1261- Olivia Spain

10056 Adams Ave, Huntington Beach, CA 92648

March 2016- Present

Floor Manager / Food Server/ Host/ Salary: \$10 plus tips

Southland Rehabilitation/ Assisted Living Facility

(562) 868-9761

11701 Studebaker Rd, Norwalk, CA 90650

July 2014- March 2016

Caregiver/ Certified Nurse Assistant/ Food Server Salary: \$11.00

Avisa Homecare

19146 Van Ness Ave Torrance, Ca 90501

310) 320-0944 – Todd Lewis

January 2013- July 2014

Caregiver/ Certified Nurse Assistant /Salary: \$10.00

Global Guard Insurance

562) 591-5181

1310 Pine Ave Long Beach, Ca 90813

February 2012- December 2015

Customer Service/ Sales Agent /Salary: \$10.00 Versus Commission

Fashion Island Plus

562) 901-1999

190 E 4th St, Long Beach, CA 90802

January 2007- February 2012

Cashier/ Customer Service /Salary: \$9.00

Clay Design

562) 432-3991

519 W 15th St, Long Beach, CA 90813

July 2004-January 2007

Customer Service Specialist / Data Entry /Salary: \$9.00

References: Upon Request

Name Maria Lopez

Servers Test

Score 29 / 35

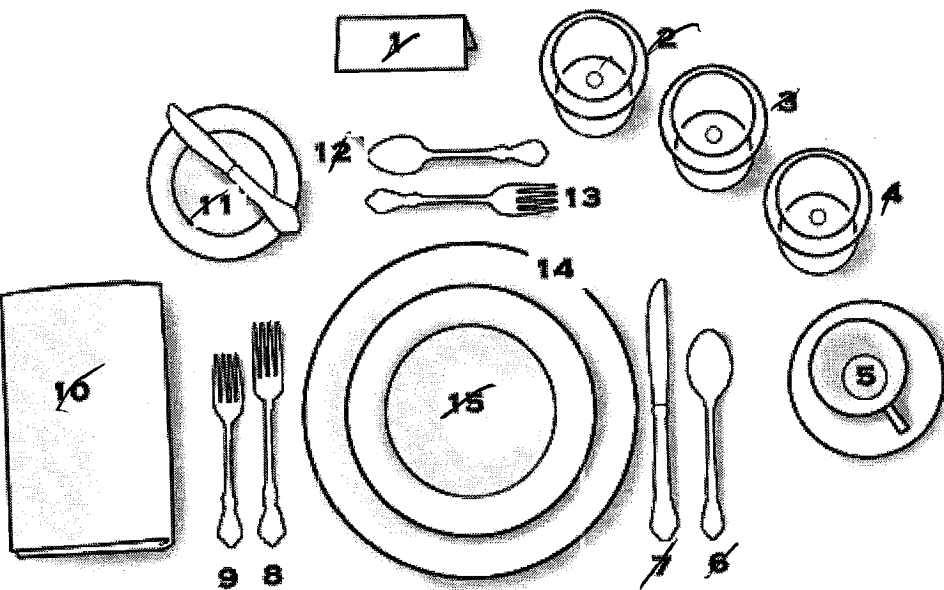
Multiple Choice

- 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 -
- 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 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

60
83%

Match the Correct Vocabulary

- | | |
|--------------------------|--|
| <u>d.</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</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>C</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

- 8 Dinner Fork
 5 Tea or Coffee Cup and Saucer
 7 Dinner Knife
 2 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 Water Glass

Fill in the Blank

1. The utensils are placed 1-2 inch (es) from the edge of the table.
 2. Coffee and Tea service should be accompanied by what extras? Tea or coffee spoon, sugar
 3. Synchronized service is when: An organized way for a group of server is assigned to a table and everyone serves and clears at
 4. What is generally indicated on the name placard other than the name? meal choice, or any allergies
 5. The Protein on a plate is typically served at what hour on the clock? Between 3^{PM} and 4^{PM} clock
 6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
check with the kitchen manager/head chef.

the same time. But in their assigned areas/tables.

Beer Wine
Back Back

Bartenders Test

Score / 35

Multiple Choice (6 points)

- a 1) Carbonation _____ the rate of intoxication.
 - a) Slows down
 - b 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 b) False
- a 4) If someone has had too much to drink, serving them coffee will help sober them up.
 - a) True
 - b 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 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 b) False

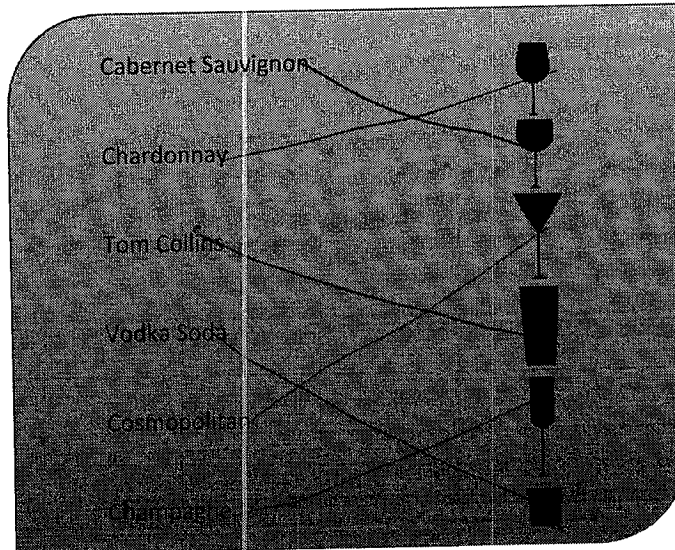
Vocabulary (9 points)

Match the word to its definition

- | | |
|------------------------|--|
| <u>C</u> "Straight Up" | <u>a</u> Used to crush fruits and herbs for craft cocktail making |
| <u>F</u> Shaker Tin | <u>b</u> Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>I</u> "Neat" | <u>c</u> To serve chilled liquor in a chilled stemmed cocktail glass with no ice |
| <u>A</u> Muddler | <u>d</u> To pour 1/2 oz of a liquor on top |
| <u>B</u> Strainer | <u>e</u> Used to measure the alcohol and mixer for a drink |
| <u>J</u> Jigger | <u>f</u> Used to mix cocktails along with a pint glass and ice |
| <u>G</u> Bar Mat | <u>g</u> Used on the bar top to gather spills |
| <u>d</u> "Float" | <u>h</u> Requesting a separate glass of another drink |
| <u>h</u> "Back" | <u>i</u> 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): (Bourbon) motters mark, (Rum) Bacardi, (gin) Beefeater.

What are the ingredients in a Manhattan? Never made this

What are the ingredients in a Cosmopolitan? " "

What are the ingredients in a Long Island Iced Tea? " "

What makes a margarita a "Cadillac"? " "

What is simple syrup? part water, part sugar.

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? get rid of all the ice.

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? Never made this.