
JILLIAN PALUCIS

EXPERIENCE

BARTENDER, CAFE PAULETTE; BROOKLYN, NY 2017-2019

Neighborhood French bistro featuring natural and organic wines. Provided warm, engaging service to regular and new guests. Described dishes and wines in detail encouraging guests to try nightly specials. Offered pairing suggestions when possible. Worked in a small team assisting one another to ensure a memorable guest experience.

SERVER, ALTA CALIDAD; BROOKLYN, NY 2017

Innovative Mexican restaurant specializing in seasonal ingredients. Consistently lead team in sales and tips. Provided exceptional hospitality and service during high volume periods.

SERVER, BAR BELLY; NY, NY 2016-2017

Cocktail and oyster bar in the heart of Lower East Side with a focus on fresh seasonal ingredients. Provided engaging service and maintained composure during high volume periods, buyouts, and special events. Suggestive selling to increase sales and maximize bar efficiency.

SERVER, BUTTERMILK CHANNEL; BROOKLYN, NY - 2016

Brooklyn brunch destination specializing in warm, attentive service and American comfort food. Worked in a team environment to provide a memorable guest experience. Effectively communicated with kitchen staff to accommodate dietary restrictions and special requests of guests old and new.

EDUCATION

INTERNATIONAL CENTER OF PHOTOGRAPHY, NY, NY - CONTINUING EDUCATION -
2017-2019

TEMPLE UNIVERSITY, PHILADELPHIA, PA - BACHELOR OF SCIENCE,
BIOCHEMISTRY, 2008

SKILLS

Exceptional work ethic and communications skills. Extensive hospitality background. Patient, tolerant, meticulous, and adaptable under pressure.

Name Jillian Palucis

Servers Test

Score / 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
- 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 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

-5
80%

Match the Correct Vocabulary

D Scullery

E Queen Mary

A Chaffing Dish

B French Passing

G 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)

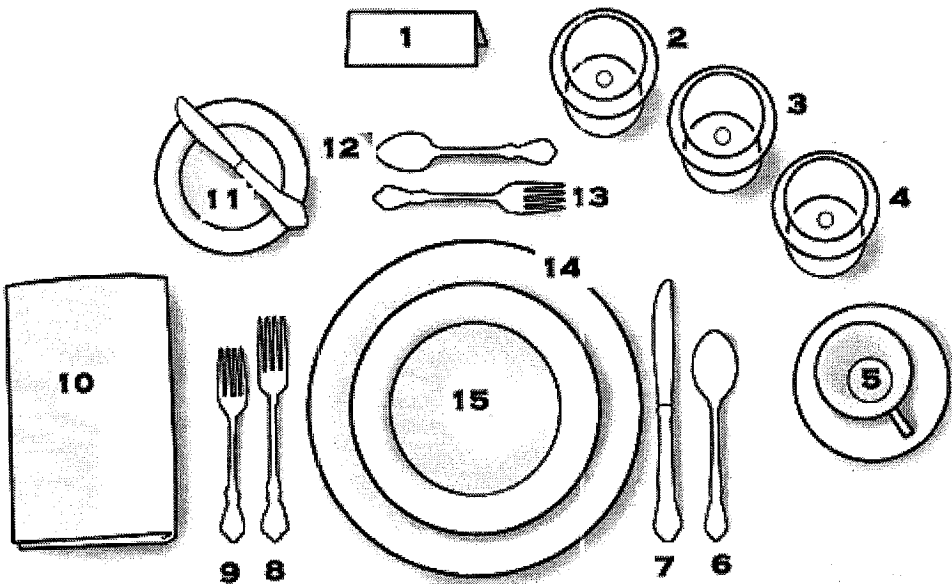
~~C.~~ Used to hold a large tray on the dining floor

~~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
28 Wine Glass (Red)
9 Salad Fork
14 Service Plate
7 ~~8~~ 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? teaspoon, sugar, cream
3. Synchronized service is when: all guests at table are served at same time
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? 3 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
notify kitchen

Bartenders Test

Score / 35

Multiple Choice (6 points)

94/

- 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

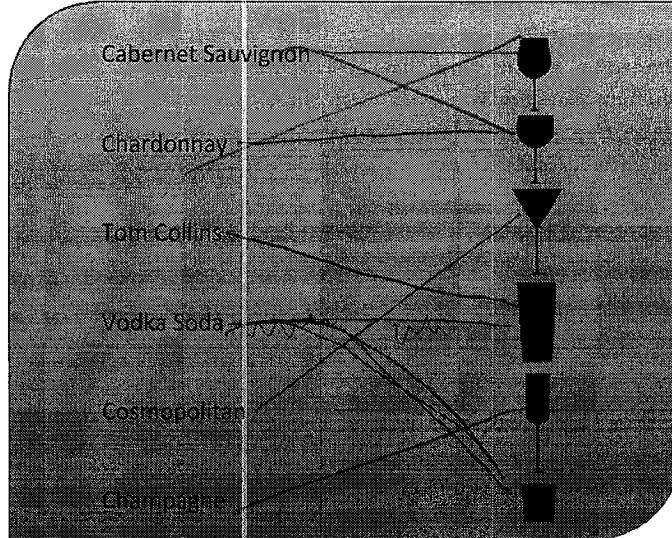
Vocabulary (9 points)

Match the word to its definition

- | | |
|------------------------|---|
| <u>C</u> "Straight Up" | a.) Used to crush fruits and herbs for craft cocktail making |
| <u>E</u> Shaker Tin | b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>I</u> "Neat" | c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice |
| <u>A</u> Muddler | d.) To pour ½ oz of a liquor on top |
| <u>B</u> Strainer | e.) Used to measure the alcohol and mixer for a drink |
| <u>E</u> Jigger | f.) Used to mix cocktails along with a pint glass and ice |
| <u>G</u> Bar Mat | g.) Used on the bar top to gather spills |
| <u>D</u> "Float" | h.) Requesting a separate glass of another drink |
| <u>H</u> "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):

Kettle one, Patron, Johnny Walker Blue

What are the ingredients in a Manhattan?

Bourbon, bitters, vermouth

What are the ingredients in a Cosmopolitan?

vodka, lime, cranberry, simple syrup

What are the ingredients in a Long Island Iced Tea?

Rum, vodka, gin, Tequila, coke, lemon

What makes a margarita a "Cadillac"?

gran marnere

What is simple syrup?

sugar water

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

No, Marrying

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

Burn ice, clean area thoroughly, refill

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

When approved by manager

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

olive juice

What are the ingredients in a Margarita?

Tequila, lime, simple syrup