

Derek Gerdes

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EXPERIENCE

South Beach Bar & Grille San Diego CA — *Server + Barback*

July 2018 – Present

- Ensure a quality dining experience for customers from start to finish
- Anticipate customer needs and resolve issues as quickly as possible
- Maintain communication between BOH and FOH, including two separate bars
- Mix and serve drinks both on and off menu
- Train new employees to management standards
- Maintain consistent stock for the bar, kitchen, and prep areas

Everyday California, San Diego CA — *Assistant Manager*

FEBRUARY 2017 – June 2018

- Manage team of 15+ employees
- Build and maintain relationships with customers and vendors
- Responsible for training individuals on par with company standards
- Creatively contribute to a small, start-up environment
- Coordinate tours, rentals, and beach operations

Venice Ale House, Los Angeles CA — *Server + Bartender*

MAY 2015 – DECEMBER 2016

- Practiced strong, friendly customer service skills
- Gained knowledge on craft beer and wine
- Trained new employees up to restaurant's standards
- Ensure quality, quantity, and accuracy of orders
- Anticipated and addressed guests' needs by reading body language
- Consistently met and exceeded guest expectations

The Rose Room, Los Angeles CA — *Bartender + Cater Staff*

MAY 2015 – DECEMBER 2016

- Cast for upscale events and parties
- Practice professionalism and adapted to different situations
- Mixed and served drinks as directed
- Personally encourage repeat event bookings
- Oversee and manage other team members

Fork in the Road, Los Angeles CA — *Server*

FEBRUARY 2014 – JULY 2016

- Ensured each guest leaves having positive experience
- Upheld and reflected a sense of pride in the company
- Practiced clear communication between FOH and BOH
- Answer customer inquiries and resolve issues as quickly as possible
- Catered to guests' specialized dietary preferences and allergies and made recommendations when necessary

EDUCATION

Kansas City Art Institute, *Bachelor of Arts*

AUGUST 2008 – MAY 2012

Studied Fine Art with an
emphasis in Graphic Design

SKILLS

Customer Service

Upselling Techniques

Bar and Kitchen Management

Strong Leadership

Team Management

Positive and Friendly

Beer and Wine Knowledge

Trained in Food Safety

Microsoft Office, Adobe Illustrator, and Photoshop

CERTIFICATIONS

CA Food Handler's 2018

LEAD Accredited 2017

REFERENCES

Peter DiMaria
619.204.9313

Ryan Ringland
619.997.8262

Taylor VanHooreweghe
319.610.2655

Bill Puig
310.658.6496

Multiple Choice Test (1 point each)

39
-1
97.5%

- B 1) How much time should you take to wash your hands with soap?
- a) 1 minute
 - b) 20 seconds
 - c) Time does not matter, water temperature does
 - d) 5 minutes
- C 2) The recommended temperature for your refrigerator is...
- a) 45°F
 - b) 50°F
 - c) 40°F
 - d) 20°F
- d 3) Food handlers must always wash their hands
- a) Before starting work
 - b) Switching between handling raw and ready-to-eat food
 - c) After going to the restrooms
 - d) All of the above
- B 4) The most important reason for having food handlers wear hair restraints is to
- a) Prevent food from getting into food handlers' hair
 - b) Prevent food handlers from contaminating their hands by touching their hair
 - c) Keep the food handlers' hair in place
 - d) None of the above
- C 5) Which of these conditions requires immediate corrective action?
- a) Packaged food items are stored at least 6 inches above the floor
 - b) Ice is being used to cool beef stew in a shallow pan
 - c) Raw meats are stored on a shelf above ready-to-eat egg salad in the walk-in cooler
 - d) Raw fish is stored above raw chicken in the walk-in freezer
- C 6) Bacteria grow best in the temperature "danger zone" which includes temperatures between?
- a) 0°F and 100°F
 - b) 32°F and 220°F
 - c) 41°F and 135°F
 - d) 39°F and 178°F
- d 7) After cutting raw chicken, what should be done before the cutting board is used for slicing onions for salad?
- a) Clean the cutting board with a wet wiping cloth
 - b) Turn the board over and use the other side
 - c) Rinse the board with running water
 - d) Wash, rinse, and sanitize the board prior to slicing the onions
- d 8) Which of the following is NOT an approved method to thaw potentially hazardous foods?
- a) In a microwave oven
 - b) During the cooking process
 - c) Under cool running water
 - d) On a clean counter, at room temperature
- a 9) Wiping cloths stored submerged in a bucket of sanitizing solution are for:
- a) Wiping spills only
 - b) Washing hands if the hand sinks are too far away
 - c) Sanitizing the blade of utensils such as knives
 - d) Maintaining moisture on the wiping cloth

Grill Cooks Test

- e 10) Food-handling gloves must be changed frequently and also:
- a) After handling garbage
 - b) After every break
 - c) After picking things up off the floor
 - d) Between handling raw and cooked foods
 - e) All of the above
- d 11) A Julienne is:
- a) to cut food into 1 inch X 1 inch cubes
 - b) A cooking method using high heat
 - c c) To cut food into 1/8 X 1/8 slices
 - d) A rough cutting method producing oblong shapes
- d 12) A gallon is equal to _____ ounces
- a) 56
 - b) 145
 - c) 32
 - d) 128
- b 13) How many cups are in a quart?
- a) 2
 - b) 4
 - c) 6
 - d) 8
- a 14) A Chiffonade is:
- a) To slice an herb or leafy vegetable into thin ribbons
 - b) To de bone a fish
 - c) Another name for parchment paper
 - d) To cook food in liquid, or at just below the boiling point
- b 15) Potentially hazardous hot foods must be maintained at an internal temperature of _____ or higher to be safe
- a) 145° F
 - b) 135° F
 - c) 160° F
 - d) 180° F
- c 16) Which of the following explains the process of poaching?
- a) Poke poultry on the thickest part in order to make sure it's tender
 - b) To cook food in an oven that has reached 350° F
 - c) Cook gently in water that is hot but not boiling (160°-180°)
 - d) Submerge protein in boiling liquid to speed cooking time
- c 17) If a recipe calls for 16oz of mirepoix, how many ounces of onion, celery, and carrots do you need?
- a) 8 oz of celery, 4 oz of onion, 4 oz of carrot
 - b) 4 oz of celery, 8 oz of carrot, 4 oz of onion
 - c) 4 oz of celery, 8 oz of onion, 4 oz of carrot
 - d) 2 oz of celery, 10 oz of carrot, 2 oz of onion
- c 18) Which of the following best describes braising?
- a) To cook quickly in a pan on top of the stove until food is browned
 - b) Process through which natural sugars in food become browned and flavorful while cooking
 - c) Cooking method by which food is browned in fat, then cooked, tightly covered, in liquid at low heat
 - d) To plunge food into boiling water briefly, then into cold water to stop the cooking process

Grill Cooks Test

- b 19) Which of the following best describes the process of Caramelization?
- a) To cook quickly in a pan on top of the stove until food is browned
 - b) Process through which natural sugars in food become browned and flavorful while cooking
 - c) Cooking method by which food is browned in fat, then cooked, tightly covered, in liquid at low heat
 - d) To plunge food into boiling water briefly, then into cold water to stop the cooking process

- C 20) What temperature should chicken be cooked to?

- a) 145°F
- b) 155°F
- c) 165°F
- d) 175°F

- b 21) What temperature should ALL ground meat be cooked to?

- a) 145°F
- b) 155°F
- c) 165°F
- d) 175°F

- a 22) What temperature should fish be cooked to?

- a) 145°F
- b) 155°F
- c) 165°F
- d) 175°F

- 23) What is a roux and what is it used for? (2 points)

Flour + fat (butter) used to thicken sauces

- 24) What is the process of making clarified butter, and why is clarified butter used? (3 points)

Heat butter and skim solids off the top. used for frying

- 25) What are the 5 mother sauces? (5 points)

1. Tomato
2. Hollandaise
3. Brown
4. Velouté
5. White

- 26) What does it mean to season a grill and why is this process important? (3 points)

Oil + heat to make cooking efficient and flavorful
FROM STICKING

- 27) What are the ingredients in Hollandaise sauce? (5 points)

eggs, Lemon, butter, salt, cayenne

Name Derek Gerdes

Servers Test

Score 31 / 35

Multiple Choice

-1

97%

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

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

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

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

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

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

d Scullery

e Queen Mary

a Chaffing Dish

b French Passing

G Russian Service

f Corkscrew

C Tray Jack

~~X~~ Metal buffet device used to keep food warm by heating it over warmed water

~~X~~ 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)

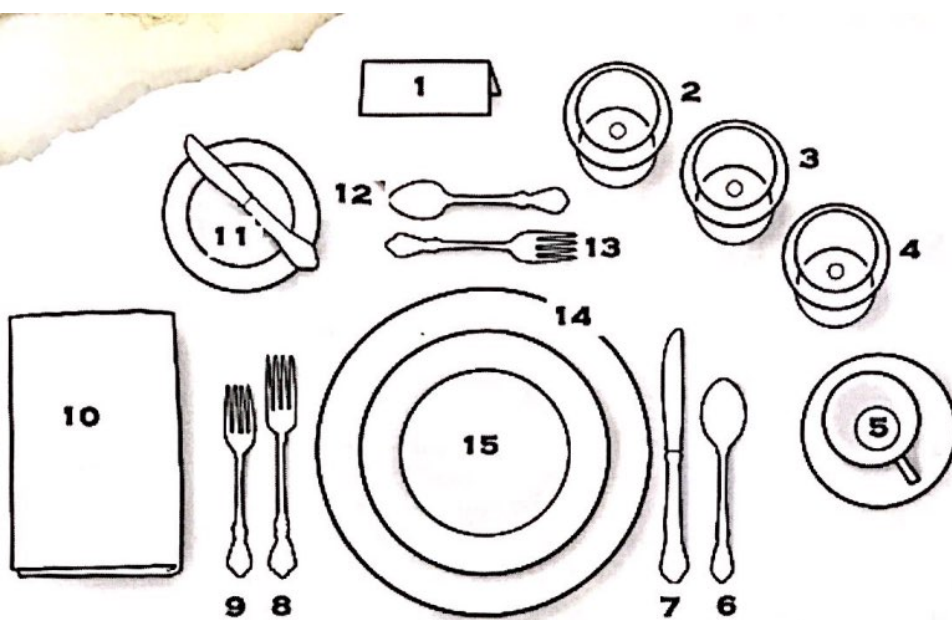
~~X~~ Used to hold a large tray on the dining floor

~~X~~ Area for dirty dishware and glasses

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

~~X~~ Used to open bottles of wine

~~X~~ 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
3 Wine Glass (Red)
9 Salad Fork
14 Service Plate
4 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
2 Water Glass

Fill in the Blank

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream + Sugar
- Synchronized service is when: The entire room is served simultaneously
- What is generally indicated on the name placard other than the name? dietary restrictions
- The Protein on a plate is typically served at what hour on the clock? 2 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
report to kitchen

Bartenders Test

Score 23 / 35

Multiple Choice (6 points)

- 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

2
9411

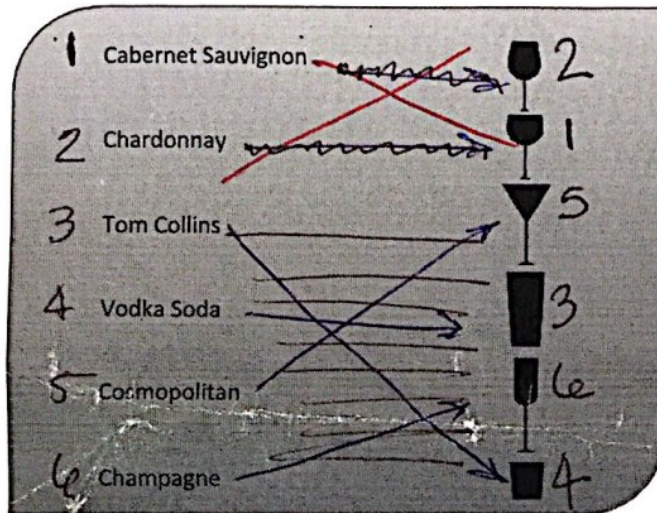
Vocabulary (9 points)

Match the word to its definition

- | | |
|------------------------|--|
| <u>i</u> "Straight Up" | X Used to crush fruits and herbs for craft cocktail making |
| <u>S</u> Shaker Tin | X Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>C</u> "Neat" | X To serve chilled liquor in a chilled stemmed cocktail glass with no ice |
| <u>M</u> Muddler | X To pour 1/2 oz of a liquor on top |
| <u>S</u> Strainer | X Used to measure the alcohol and mixer for a drink |
| <u>J</u> Jigger | X Used to mix cocktails along with a pint glass and ice |
| <u>B</u> Bar Mat | X Used on the bar top to gather spills |
| <u>F</u> "Float" | X Requesting a separate glass of another drink |
| <u>B</u> "Back" | X 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, Hennessy, Woodford

What are the ingredients in a Manhattan?

Angostura Bitters, Vermouth, Rye, Mar-schino

What are the ingredients in a Cosmopolitan?

Vodka, Lime Juice, Cointreau, Cranberry

What are the ingredients in a Long Island Iced Tea?

Vodka, Tequila, Rum, Gin, Cola

What makes a margarita a "Cadillac"?

Reposado Tequila and Grand Marnier

What is simple syrup?

Liquified Sugar

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

no, "refilling" is illegal

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

"Burn" the ice well and clean it out

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

no

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

Add olive juice

What are the ingredients in a Margarita?

Tequila, Lime Juice, Cointreau