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# GRETCHEN T. BROWN

## OBJECTIVE

To enhance the management team of an industry leading quality restaurant or Hospitality Company where I can utilize my customer relations, team-building, and motivational skills and ultimately increase efficiency and bottom line profits.

## EXPERIENCE

### **The Lot- Liberty Station, Point Loma, CA. 2015-Present**

I was part of the opening staff helping to open The Lot, La Jolla in August of 2015. In May of 2016, I moved over and helped open The Lot in Liberty Station where I've been working multiple positions ever since.

#### **Line Cook**

Work the line during breakfast & lunch operations

- Responsible for maintaining consist quality of menu items.
- Prep all items for am and pm service
- Expedite food orders to ensure fast and friendly service to our guests.

### **Mercury Grill & Catering, Kearny Mesa, CA. 2013- 2015**

#### **Chef /Owner**

You name it I did it, because I owned it and loved it.

### **Genomics Institute of the Novartis Research Foundation. La Jolla, CA. 2002 – 2012**

#### **Chef / Food Service Director**

I was responsible for the overall management of corporate dining services.

- Responsible for all client relations, guest services and satisfaction, and all catering requests.
- Prepare breakfast and lunch for institute staff of 500
- Maintain quality control, food costs, inventory, menu planning, and oversee all vendors and employee departmental needs.

### **Food Team Staffing, San Diego, CA**

2001 – 2003

#### **Sales & Staffing / Operations Manager**

Complete management for the San Diego office of this National staffing and recruiting company. Successes include:

- Managing hospitality staff for large accounts including but not limited to: Aramark, Volume Service America, Sodexo Services, Eurest Dining, and P&A Food Systems.
- Successful in training and motivating staff in the highest degree of customer service and thereby keeping a low turnover rate.
- Provided 200 trained hospitality food service employees to serve patrons of the 2003 NFL Super Bowl XXXVII at Qualcomm Stadium.

**San Diego Marriott Suites, San Diego, CA**

1998 – 2001

**Restaurant Coordinator / Symphony Bar Manager**

Responsible for supervision of all food / beverage services in the restaurant as well as managing the staff for the Copley Symphony Hall. Duties included hiring, training, scheduling and motivating staff to always practice the highest degree of customer service.

- Employee of the Month – October, 1999
- Two-time recipient of the “Gold Note” award for exceptional customer service

**Wyndham Garden Hotel, San Diego, CA**

1996 – 1998

**Banquet Bartender / Lead Server**

I held the number one bartender position on a consistent basis for sales and quality customer service, along with training and motivating new employees. Successful in significantly reducing pour costs and increasing profits.

**Travelodge Harbor Island, (now San Diego Hilton – Airport) San Diego, CA**

1995 – 1997

**Bartender / Lead Server**

Handled busy Harbor Island Marina area restaurant and managed bar responsibilities.

- Employee of the Month, 1996
- Received of letter of commendation from manager for consistent top sales

## **EDUCATION**

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**Warren Occupational Technical Center, Golden, Colorado**

**Restaurant Arts Degree, 1981 – 1983**

**Metropolitan State College, Denver, Colorado**

**Hotel / Restaurant Management, 1985 – 1987**

**San Diego Culinary Institute, San Diego, California**

**Chef Certification, 2004 – 2006**

### **Additional Training / Seminars:**

Anheuser-Busch Honorary Brew Master (handling/serving) – September 1991

Certificate in Supervision, University of Colorado – June 1991

Serv-Safe Certification – Expiration 2020

## **REFERENCES**

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**Jeff Heavey - Chef/Owner / Convivial Catering**

760-828-8762

[Jeff@getconvivial.com](mailto:Jeff@getconvivial.com)

**William Jacobson - Sous Chef / Ironside**

858-952-8280

[Wljacobson14@gmail.com](mailto:Wljacobson14@gmail.com)

LinkedIn Profile: <http://www.linkedin.com/pub/gretchen-t-brown/2/191/283>



# ServSafe® CERTIFICATION

GRETCHEN BROWN

for successfully completing the standards set forth for the ServSafe® Food Protection Manager Certification Examination, which is accredited by the American National Standards Institute (ANSI)-Conference for Food Protection (CFP).

12694747

CERTIFICATION NUMBER

5076

EXAM FORM NUMBER

8/17/2015

DATE OF EXAMINATION  
Local laws apply. Check with your local health department for recertification requirements.

8/17/2020

DATE OF EXPIRATION



#0655

In accordance with National Restaurant Association's Food Protection Manager Certification Program

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Center us with questions at 175 W Jackson Blvd Ste 1500, Chicago, IL 60604 or [ServSafe@nraef.org](http://ServSafe@nraef.org)



Multiple Choice (1 point each)

D 1) A gallon is equal to \_\_\_\_\_ ounces

- a. 56
- b. 145
- c. 32
- d. 128

C 2) Mesclun are what type of vegetable?

- a. Roots
- b. Beans
- c. Salad Greens
- d. Spices

A 3) What does the term braise mean?

- a. Sear quickly on both sides
- b. Slowly cook in covered pan with little liquid**
- c. Cook on high heat and quickly
- d. Slowly cook in simmering water

B 4) At what internal temperature must chicken be cooked so that it is safe to eat?

- a. 155 degrees F
- b. 165 degrees F
- c. 175 degrees F
- d. 185 degrees F

A 5) How do you blanch vegetables?

- a. Immerse for a short time in boiling water
- b. Cook lightly in butter over med heat
- c. Soak in cold water overnight
- d. Rub with salt before cooking

C 6) Which of the following ingredients would you pack before measuring?

- a. Olive Oil
- b. Salt
- c. Brown Sugar
- d. White Sugar

       7) What is Al Dente?

- a. Firm but not hard**
- b. Soft to the touch
- c. Very hard
- d. Very soft

C 8) Food should be left out no more than

- a. 2 hours
- b. 3 hours
- c. 4 hours
- d. 5 hours

## Prep Cooks Test

- A 9) Which is the improper way to thaw frozen food?
- a. In the fridge
  - b. In a sink with cold water
  - c. On the counter
  - d. In the microwave
- C 10) Which of the following can you use to put out a grease fire?
- a. Baking Soda
  - b. Baking Powder
  - c. Flour
  - d. Water
- B 11) What is the temperature range of the danger zone?
- a. 25-135
  - b. 40-140
  - c. 50-160
  - d. 30-130
- D 12) Which of the following is listed from smallest to largest?
- a. Dice, chop, mince
  - b. Mince, chop, dice
  - c. Chop, dice, mince
  - d. Mince, dice, chop
- B 13) Which direction should pan handles be turned while cooking on the stove?
- a. Over the fire at all times
  - b. Turned towards you for better control
  - c. Turned towards the right or left at all times
  - d. Over the countertop at all times
- C 14) When you poach something, you cook it with what?
- a. Noodles
  - b. Vegetables
  - c. Liquid
  - d. Oil
- C 15) Which spoon is used to remove fat from soups and stews?
- a. Basting Spoon
  - b. Ladle
  - c. Slotted Spoon
  - d. Portion Spoon
- B 16) Which of the following means to cook in a small amount of fat?
- a. Season
  - b. Sauté
  - c. Broil
  - d. Boil
  - e. Fry

## Prep Cooks Test

- B 17) What is a Julien cut?
- a. Food cut into long thin strips, matchstick
  - b. Food cut into long thin strips then turned and cut into a 1/8' dice
  - c. Food diced into finely chopped and uniform pieces
  - d. Cutting and peeling into oblong seven sided football like shapes
- A 18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.
- a. Sweat
  - b. Boil
  - c. Roast
  - d. Grill

### Fill-in the Blank (1 point each)

- 19) Salt & Pepper are the basic seasoning ingredients for all savory recipes.
- 20) Mince : to cut into very small pieces when uniformity of size and shape is not important.

Name Gretchen Brown

**Servers Test**

Score / 35

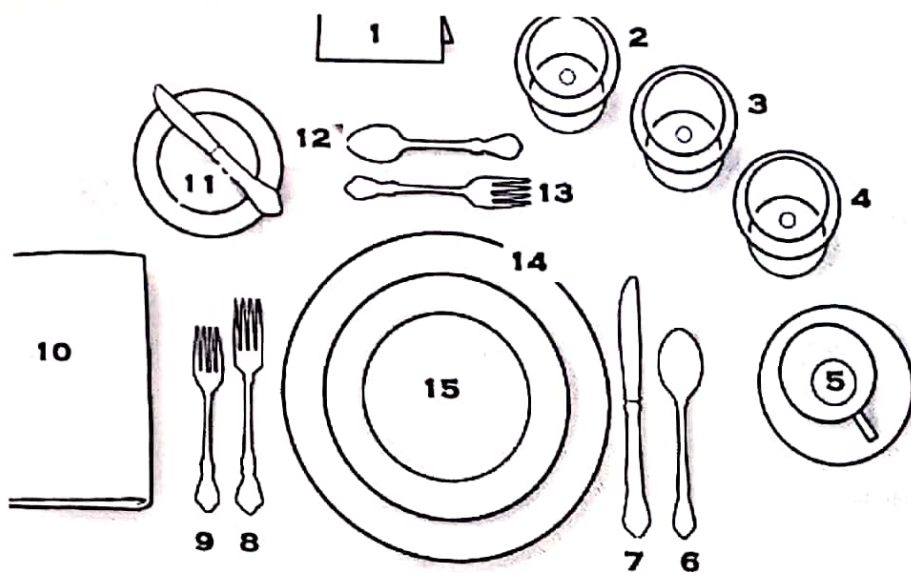
**Multiple Choice**

- 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
- 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
- B 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

**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>E</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                 |
| 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       |
| 6  | Teaspoon              |
| 13 | Dessert Fork          |
| 12 | 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, Sweeteners
- Synchronized service is when: A group of servers go to the table & serve guest all at once
- What is generally indicated on the name placard other than the name? Type of meal ordered
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Go to kitchen and tell expediter or Captain



**Bartenders Test**

**Score / 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

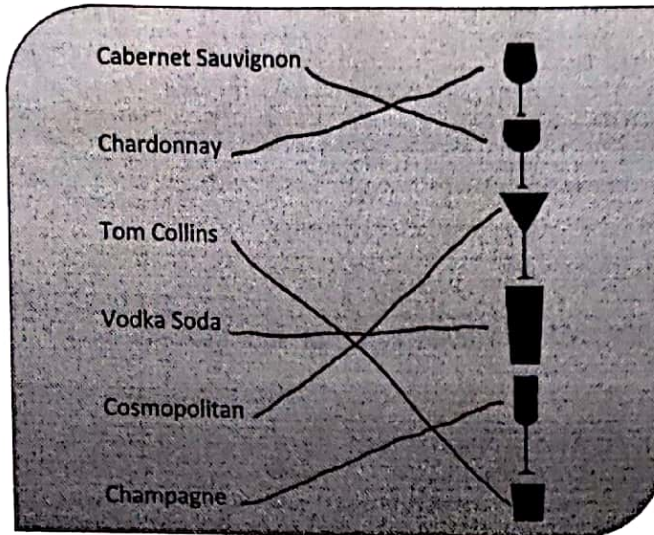
**Vocabulary (9 points)**

Match the word to its definition

- |          |               |   |
|----------|---------------|---|
| <u>T</u> | "Straight Up" | a.) Used to crush fruits and herbs for craft cocktail making                                      |
| <u>F</u> | Shaker Tin    | b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>C</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>S</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): Grand Mariner, Makers Mark, Ketel One

What are the ingredients in a Manhattan? Whiskey, Sweet Vermouth bitters, Orange peel & Cherry

What are the ingredients in a Cosmopolitan? Good Vodka, Cranberry, Squeeze lime, Cointreau

What are the ingredients in a Long Island Iced Tea? Rum, Gin, Vodka, Tequila, Sweet Sour, splash Coke

What makes a margarita a "Cadillac"? Grand Marnier

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 the ice and clean out bin. Get new ice.

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

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

What are the ingredients in a Margarita? Triple Sec, Tequila, Sweet Sour, Salted Rim. Squeeze lime