

AMY OCHOA

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Summary

Passionate Leader looking to bring expertise and knowledge to a thriving company. Passionate about project team motivation and leadership. Capable of excellent communication and technical abilities.

Skills

- Efficient work breakdown structure
- Client communications
- Managing unexpected obstacles
- Leadership skills
- Project coordination
- Knowledge of streaming video platforms
- Operating systems
- Peer relationships
- Optimizing and performance tuning
- Timeline management
- Quality control
- Best practices and standards

Experience

Project Lead

04/2017 - Current

SBP | Baton Rouge, LA

- Trained and led volunteers to do disaster relief work
- Served as senior project lead rebuilding homes that were flooded
- Taught other project leads specific construction skills
- Inspired and motivated team members.
- Traveled to client sites and answered questions via phone and email so that issues were remedied in a timely manner.
- Completed term as a Americorp member and received the Presidential Academic Award

Server

06/2014 - 12/2017

Bubba Gump Shrimp Co. | Monterey, CA

- Lead server trainer
- Design lesson plans for training
- Made a trainer video
- Crossed train as kitchen expo
- Worked with the safety committee to provide a safe work environment for the employees and the guests
- Won a variety of contests to boost restaurant sales and to provide an example to other members of the team
- Excellent customer service
- Full knowledge of menu
- Able to multi task

Editor

08/2014 - 05/2015

KION | Salinas, CA

- Edited news stories for the morning edition of the news
- Went out and filmed stories
- Helped with the annual telethon
- Did interviews with members of the community

Barlender Server

11/2012 - 06/2014

Buffalo Wild Wings Inc | Seaside, CA

- Started as a server and promoted to bartender
- Took food orders and made alcoholic/non alcoholic beverages in a 300+ seated bar/restaurant
- Adhered to state and federal alcohol regulations by thoroughly checking identification prior to serving.
- Maintained accurate cash handling practices while serving customers in an efficient manner.
- Honed bartending skills by assisting bartender with high-volume shifts.
- Maintained knowledge of current product locations.

Education and Training

Bachelor of Arts: Cinematic Arts and Technology
Cal State Monterey Bay | Monterey, CA

2015

Multiple Choice

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

☒ A Scullery

☒ B Queen Mary

☒ C Chaffing Dish

☒ D French Passing

☒ E Russian Service

☒ F Corkscrew

☒ G 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)

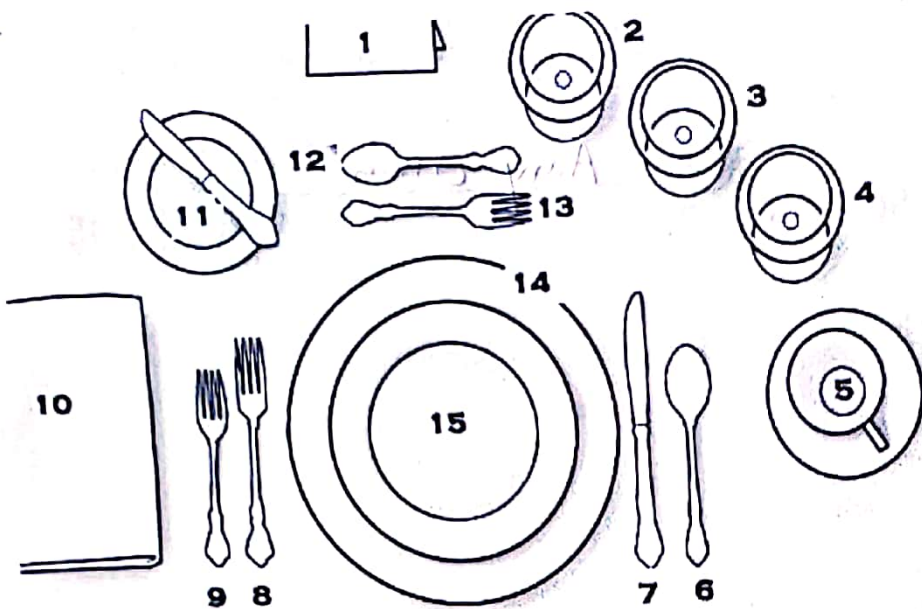
☐ C. Used to hold a large tray on the dining floor

☐ 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
- 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? Sugar/Honey/Icream
3. Synchronized service is when: everyone is serving everyone in a synchronized order
4. What is generally indicated on the name placard other than the name? Room number
5. The Protein on a plate is typically served at what hour on the clock? 1/2 Hr on the clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? let the Dietitian know or Manager or kitchen

Multiple Choice (6 points)

- A 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

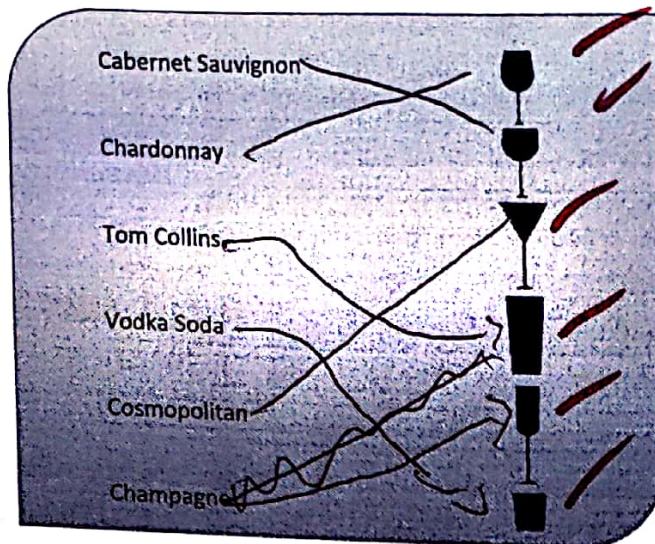
Vocabulary (9 points)

Match the word to its definition

- | | |
|------------------------|---|
| <u>C</u> "Straight Up" | a.) Used to crush fruits and herbs for craft cocktail making |
| <u>T</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>M</u> Muddler | d.) To pour 1/2 oz of a liquor on top |
| <u>S</u> Strainer | e.) Used to measure the alcohol and mixer for a drink |
| <u>J</u> Jigger | f.) Used to mix cocktails along with a pint glass and ice |
| <u>B</u> Bar Mat | g.) Used on the bar top to gather spills |
| <u>P</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): Grey Goose / ^{Johnny} Walker / Amberg

What are the ingredients in a Manhattan? Whisky

What are the ingredients in a Cosmopolitan? Triple sec / Amberg / Vodka / Lime

What are the ingredients in a Long Island Iced Tea? Coke / Ice / Triple sec / Vodka / Rum / Gin / Whisky

What makes a margarita a "Cadillac"? the Pinon when it's from Mexico

What is simple syrup? See A mixer used for a variety of drinks

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

Yes

What should you do if you break a glass in the ice? Clean up the glass and replace the glass

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

What are the ingredients in a Margarita? Triple sec / Agave / Sweet / Rum / Lime
Salt rim