

Chinyere Aniagoh

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PROFESSIONAL SUMMARY

Chinyere's has an extensive background in hospitality with over 10 years of experience as a bartender, barista and fine dinning, banquet and cocktail server. Chinyere is hardworking, passionate and creative. She creates genuine connections and extraordinary experiences with guest and colleagues. Chinyere has an extensive spirit, beer, and wine knowledge with an exceptional knowledge of restaurant, bar, and hotel operations. Chinyere is proficient in Spanish and a recent Savannah State University graduate.

EDUCATION

Savannah State University

Savannah, GA

BBA International Business & Global Logistics

Savannah, GA
Graduated May 5th, 2018

Relevant Skills and Certifications

- ❖ TIPS certified and Food Handler certified
 - ❖ Extensive knowledge of spirits/ craft cocktails, wines, beers, and restaurant, bar, and hotel operations and marketing.
 - ❖ Years of experience using POS systems i.e. MICROS and ALOHA

HOSPITALITY AND CUSTOMER SERVICE EXPERIENCE

Andaz Hotel

San Diego, CA

Cocktail and Banquets waitress

February 2019- Current

- ❖ Able to deconstruct all beverages and food, up selling tactics and bottle service
 - ❖ Creating extraordinary guest experiences
 - ❖ Attention to detail in high volume environments and multitasking

Marriott Gaslamp Hotel

San Diego, CA

Mixologist /Cocktail waitress

June 2018- January 2019

- ❖ Exceptional communication and organizational skills
 - ❖ The ability to effectively produce and navigate in fast pace environment

Bohemian Hotel Riverfront

Savannah, GA

Mixologist

March 2017- May 2018

- ❖ Exceptional guest service and organization exceeding hotel standards.
 - ❖ Creating featured cocktails, pairing wines, and classifying craft beers.

Flajaes Sports Bar

Savannah, GA

Bartenders

March 2016-March 2017

- ❖ Maintaining professionalism with difficult guest and accumulating regular guest.
 - ❖ Producing exceptional beverages in high volume environments

River House Seafood Savannah, GA
Fine Dining Waitress/Bartender
September

2014- March 2016

- ❖ Providing guest with a five star, fine dinning restaurant experience
- ❖ Deconstructing daily food and drink specials

Aja Restaurant and Bar Atlanta, GA
Fine Dining/ Banquets waitress

January 2014-August 2014

- ❖ Leading team stand ups and creating suggestive selling tactics
- ❖ Maintained cleanliness and decorum of the restaurant

MANAGERIAL AND OPERATIONAL EXPERIENCE

The Kessler Collection- Bohemian Hotel Savannah, GA
Logistics Intern December 2017-May 2018

- ❖ Identified excess inventory and eliminated waste.
- ❖ Creating cost saving methods and cultivating better methods of communication and task execution. Established long-term customer relationships through prompt and courteous service.

VIVE Promotion and Branding Agency Savannah, GA
Chief Coordinator Jan 2017- Current

- ❖ Worked directly with clients to design promotional tactics.
- ❖ Implemented marketing strategies, which resulted in 100% growth of customer base.

Savannah Steam Arena Football Savannah, GA
Operations Logistics Intern September 2015-May 2016

- ❖ Assisted operations manager with planning of routine operations and special projects.

Servers Test

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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

23

B

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 dinning 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

A. Metal buffet device used to keep food warm by heating it over warmed water

E 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)

A Chaffing Dish

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

B French Passing

D. Area for dirty dishware and glasses

C Russian Service

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

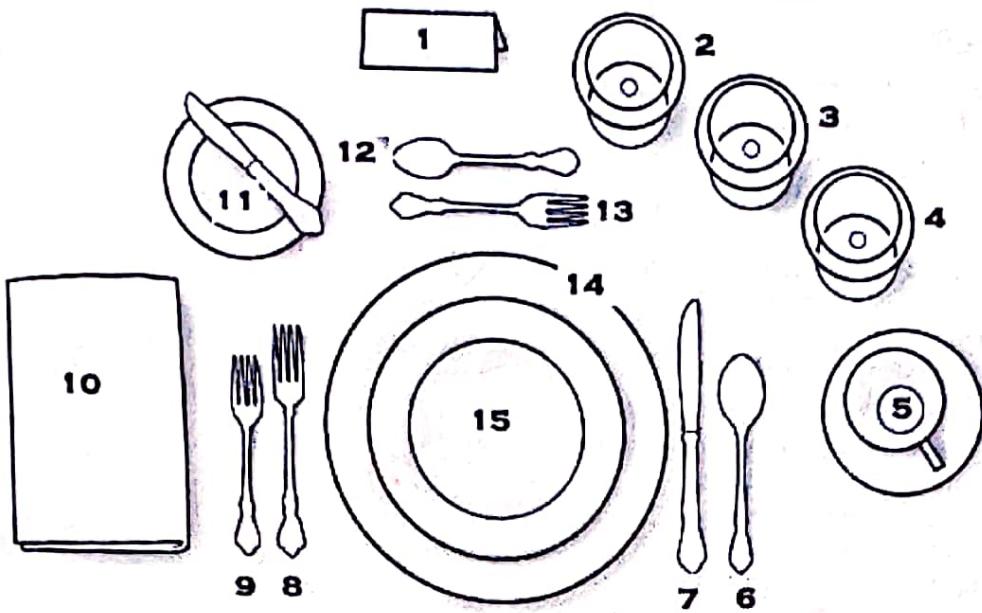
F Corkscrew

F. Used to open bottles of wine

E Tray Jack

G. Style of dining in which the courses come out one at a time

Servers Test



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>2</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>4</u>	Water Glass	<u>4</u>	

Fill in the Blank

1. The utensils are placed One inch inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar, cream, honey.
3. Synchronized service is when: Everythin course comes out at once & removed at one.
4. What is generally indicated on the name placard other than the name? Other info about party.
5. The Protein on a plate is typically served at what hour on the clock? 3 o'clock.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Tell the kitchen.

Bartenders Test

Score 32 / 35

Multiple Choice (6 points)

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

C "Straight Up"

a.) Used to crush fruits and herbs for craft cocktail making

E Shaker Tin

b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

I "Neat"

c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

A Muddler

d.) To pour $\frac{1}{2}$ oz of a liquor on top

B Strainer

e.) Used to measure the alcohol and mixer for a drink

E Jigger

f.) Used to mix cocktails along with a pint glass and ice

G Bar Mat

g.) Used on the bar top to gather spills

D "Float"

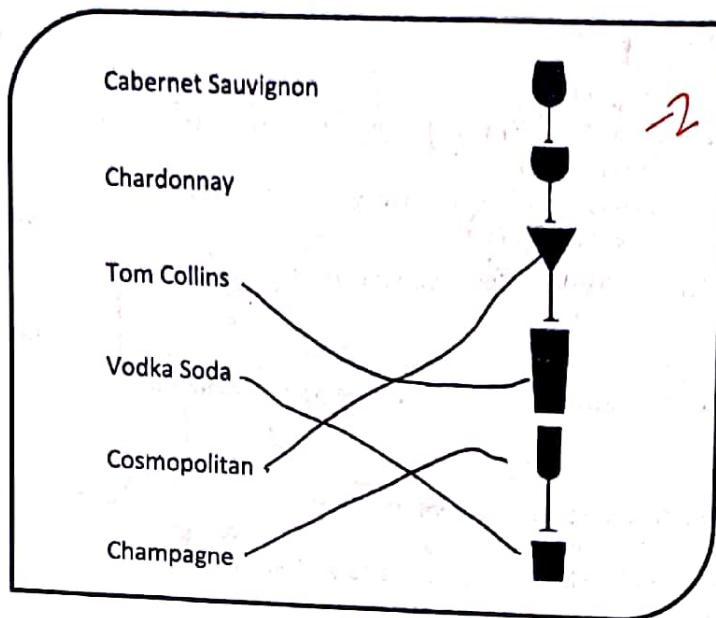
h.) Requesting a separate glass of another drink

H "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):

Buffalo Trace

Grey Goose, Angels Envy, basil

hadden

What are the ingredients in a Manhattan? Bourbon, bitters, Red vermouth

What are the ingredients in a Cosmopolitan? Vodka, Cranberry, lime, orange liquor

What are the ingredients in a Long Island Iced Tea? 1oz Vodka, Tequila, Bourbon, Gin, Lemon, Simple

What makes a margarita a "Cadillac"? Bourbon float - grand marnier

What is simple syrup? liquid sugar

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

No it is illegal.

What should you do if you break a glass in the ice? Burn 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"? with olive juice

What are the ingredients in a Margarita? 2oz Tequila, 1oz Triple Sec, lime, simple, orange juice w/salt rim.