

# LYNDA GOSS

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## Professional Summary

I am capable and passionate about serving in a warm, efficient and courteous manner while exceeding customer expectations and maintaining poise and sense of humor in demanding environments. Looking to bring history of exceptional service to growing establishment. I am dependable and driven, with an independent approach to handling high-volume customer loads. Well-versed in assisting wait staff with drinks and food orders. Excellent relationship-builder and multitasker always ready to support team needs.

## Work History

### Bartender, 12/2018 to Current

#### Mad House Comedy Club – San Diego, CA

- Organizes bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands.
- Applies excellent organizational and multitasking abilities to handle simultaneous customer, team and business needs while avoiding unnecessary delays or errors.
- Develops unique drink and cocktail offerings to enhance bar reputation.
- Upsells menu items to customers, driving up per sale revenues and maximizing profits.
- Polishes glassware, busses tables and removes debris to keep customer areas fresh and clean.
- Assists servers with specialty drinks orders by preparing on-demand items without delay.

### Shift Supervisor/Barista, 12/2017 to 01/2019

#### Better Buzz Coffee – San Diego, CA

- Established effective employee schedules and delegated tasks to take advantage of individual abilities and meet expected demands.
- Prepared, calibrated and monitored production machinery to maintain optimal production levels and consistently achieve daily targets.
- Evaluated employee behaviors, skills and knowledge on regular bases and provided hands-on training and mentoring to individuals with lagging skills.
- Completed store opening and closing procedures, including setting up registers and checking products.
- Maintained clean and well-organized production areas to avoid violations or unnecessary work delays due to hazards or inefficient layouts.

- Controlled line and crowd with quick, efficient service.

**Bartender/Server, 01/2015 to 10/2017**

**El Torito Restaurants Inc. – San Diego, CA**

- Maintained customer satisfaction with timely table check-ins to assess drink or other needs.
- Applied communication and problem-solving skills to resolve customer complaints and promote brand loyalty.
- Used correct cleaning, sanitizing and food handling procedures to maintain optimal protections for customers.
- Prevented contamination and maintained organization of bar by regularly cleaning bar, cups and mixing supplies.
- Assisted with various banquet food stations, set up and service to multiple dining areas, and final cleanup.
- Presented menus to patrons promptly after seating and answered questions about menu items, making recommendations upon request.

**Barista/Shift Supervisor, 01/2009 to 11/2014**

**Starbucks Corp – San Diego, CA**

- Prevented infections and maintained store professionalism by cleaning and sanitizing work areas constantly.
- Learned every menu preparation and numerous off-label drinks to meet all customer needs.
- Cultivated ability to recall customers' names and address each by name.
- Trained new team members with positive reinforcement and respectful, encouraging coaching.
- Provided in-depth information to customers on beverage preparation and offered samples of latest brews.

## **Education**

**High School Diploma: 2009**

**San Diego School of Creative And Performing Arts - San Diego, CA**

Multiple Choice (6 points)

B 1) Carbonation \_\_\_\_\_ the rate of intoxication.

- a) Slows down
- b) Speeds up
- c) Does nothing to

-2

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"

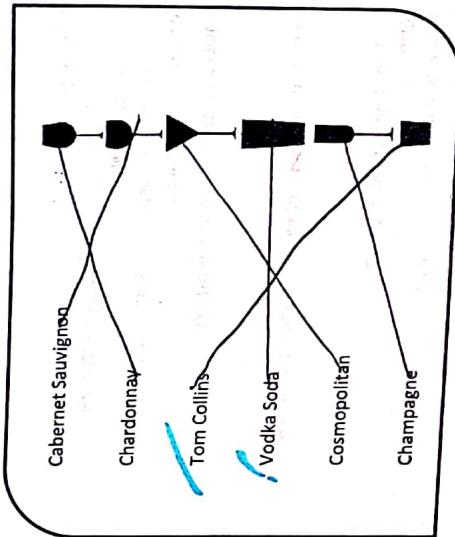
h.) Requesting a separate glass of another drink

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):

Grey Goose / Ciroc / Milagro

What are the ingredients in a Manhattan?

Whiskey / Orange / Simple Syrup

What are the ingredients in a Cosmopolitan?

Vodka / Orange / Tequila / Simple Syrup

What are the ingredients in a Long Island Iced Tea?

Vodka / Sin / Sun / Triple Sec / Sweet & Sour

What makes a margarita a "Cadillac"?

Sugar / Tequila / Sweet & Sour

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 the bottle

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

Clean / immediately / put in separate

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

Work

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

Olive / Juice

What are the ingredients in a Margarita?

Tequila / Triple Sec / Sweet & Sour

(whatever else ya want)

## Servers Test

### Multiple Choice

B

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

C

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

B

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

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

G French Passing

D. Area for dirty dishware and glasses

B 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

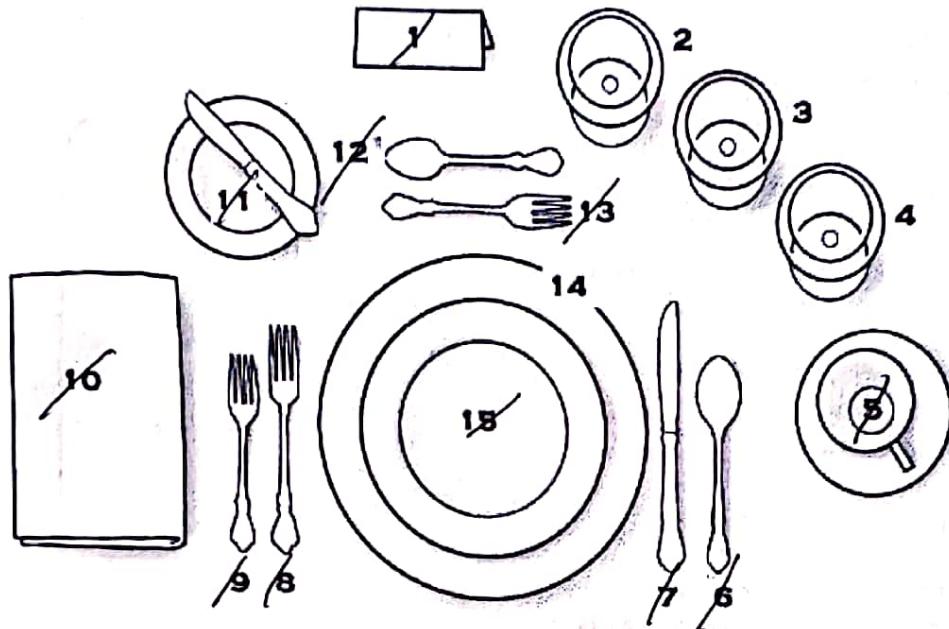
C Tray Jack

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

Name Lynda Boss

Score 135

**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		

**Fill in the Blank**

1. The utensils are placed 3 inch(es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Saucer
3. Synchronized service is when: Everyone is doing what their supposed to
4. What is generally indicated on the name placard other than the name? occupation
5. The Protein on a plate is typically served at what hour on the clock? 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Write it down + inform