

RAGAN MCCRARY
626.372.1127 | raganmccrary@yahoo.com | Los Angeles, CA

Professional Experience

Health Right 360

Job Developer PRCS AB109 Employment Services

2017 – Present
Los Angeles, CA

- Develop, coordinate and secure employment for reentry citizens
- Create outreach and marketing initiatives to build rapport with local businesses that support the population, securing 5 new partnerships within 1st year
- Utilize community employment resources, job fairs, on-site recruitments for rapid job placement
- Coordinate and advocate for support services in connection with change agents such as medical and mental health providers

Roscoe's House of Chicken 'n Waffles

Corporate Recruiter

2016 – 2017
Los Angeles, CA

- Established recruitment policies and procedures to bring in exempt and non-exempt positions for the family of restaurants
- Implemented effective and necessary HR/recruitment training for 20+ managers across the area
- Built confidence among management through incentives and benchmark feedback
- Proven ability to be effective in a fast paced and often ambiguous environment
- Established relationships with community organizations helping job seekers in LA and Orange counties

Natural Balance Pet Foods, Inc.

Recruiter

2014 – 2016
Burbank, CA

- Full life cycle recruitment of the U.S. Field Sales Retail program with minimal supervision
- Utilized job board posting, direct search, internal promotions, college and social media cost effectively
- Sourced and filled all inactive national Sales Manager positions within 30 days of hire
- Promoted to the national Field Sales Demo team and recruited nation-wide Retail Demonstrators
- Proven ability to influence hiring decisions at all levels

JJ Keano Enterprises

Consultant/ Recruiter

2010 – 2013
Los Angeles, CA

- Sourced and recruited restaurant personnel on a contract basis for casual dining establishments
- Created postings and maintained communication/first point of contact with potential candidates
- Met with management to assess location staffing needs

Hillsides

Human Resources Assistant

2007 – 2010
Pasadena, CA

- Managed the pre-employment and on-boarding processes for exempt and non-exempt staff
- Managed employee benefits program for 50+ team members, including enrollment, invoice reconciliation and coordination with vendors
- Organized and implemented bi-annual employee recognition events within allotted budget
- Oversaw worker's compensation matters from first report of injury to utilization review with insurance carrier
- Recognized for resolution of neglected HR projects within 90 days of hire under minimal supervision

Education

HR Certification Institute

Pasadena, CA

Certification – Professional in Human Resources (PHR)

2019

Pasadena City College

Pasadena, CA

Business Studies

1981 - 1983

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Pasadena City College

Bachelor of Arts – Business Studies

Bartenders Test

Score / 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

A

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

F 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"

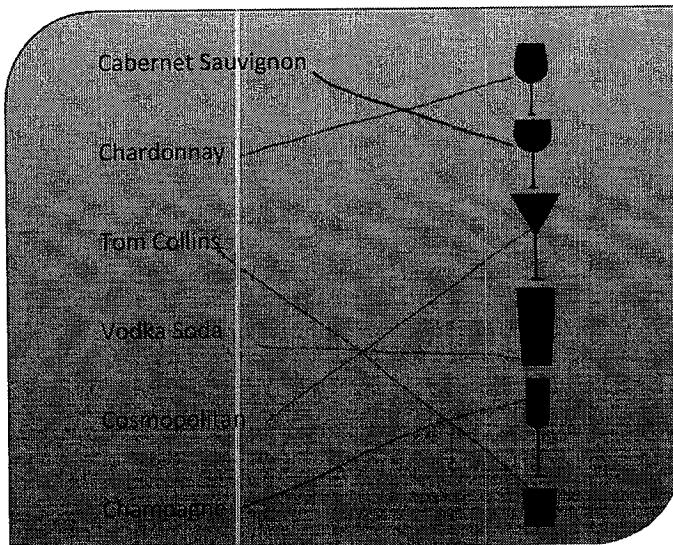
- h.) Requesting a separate glass of another drink

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, BOMBAY, MAKENS MARK

What are the ingredients in a Manhattan? _____

What are the ingredients in a Cosmopolitan? CYANBERRY JUICE + GIN (or VODKA)

What are the ingredients in a Long Island Iced Tea? _____

What makes a margarita a "Cadillac"? GRAND MARINER float

What is simple syrup? SUGAR- AND WATER

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

No.

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

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

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

What are the ingredients in a Margarita? TEQUILA MIXER ICE

Dishwasher Test

Score 10/10

100%

- C 1) After washing your hands, which item should be used to dry them?
- Clean apron
 - Sanitized wiping cloth
 - Single use paper towel
 - Common used cloth
- C 2) While washing dishes by hand, which item should you wear?
- Cutting glove
 - Oven Mitt
 - Rubber glove
 - Nothing
- D 3) When should you wash your hands?
- Before you start work
 - After handling non-food items (garbage, money, cleaning chemicals)
 - After using the restroom
 - All of the above
- B 4) If you need to move a heavy load, you should PULL and not PUSH the object.
- True
 - False
- E 5) Which of the following could you be at risk for getting burned from?
- Steam from boiling pots
 - Hot liquids (coffee, soup, tea)
 - Hot equipment (ovens, pots, chaffing dishes)
 - Harsh chemicals
 - All of the above
- A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
- True
 - False
- C 7) What should you do if you spill liquids or see a liquid spill?
- Leave it for someone else to clean-up
 - Wait until the end of your shift to clean it
 - Flag the spill and clean it immediately
 - Not sure
- C 8) When handling hot items you should?
- Wear rubber gloves
 - No need to wear anything
 - Use an oven mitt or dry cloth towel
 - Nothing
- A 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?
- Rinsing
 - Scraping
 - Washing
 - Sanitizing
- C 10) What is the proper method for cleaning and sanitizing stationary equipment?
- Spray with a strong cleaning solution and wipe with a sanitized cloth
 - Spray with a sanitizing solution, then rinse with clean water and dry
 - Wash and rinse, then wipe or spray with a chemical-sanitizing solution
 - Brush off loose soil with a clean cloth, then wipe with a sanitizing solution

Cashier Test

Score 13 / 15

B

1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

A

2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

D

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

C

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

C

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

100%

6) What is the current sales tax rate in your city

9.5

.025

C

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

B

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

D

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

A

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

Cashier Test

Score / 15

A

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

A

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? DRIVER LICENSE / STATE ID

15) How many \$20 bills are in a bank band? 25 100 - \$2000

Servers Test

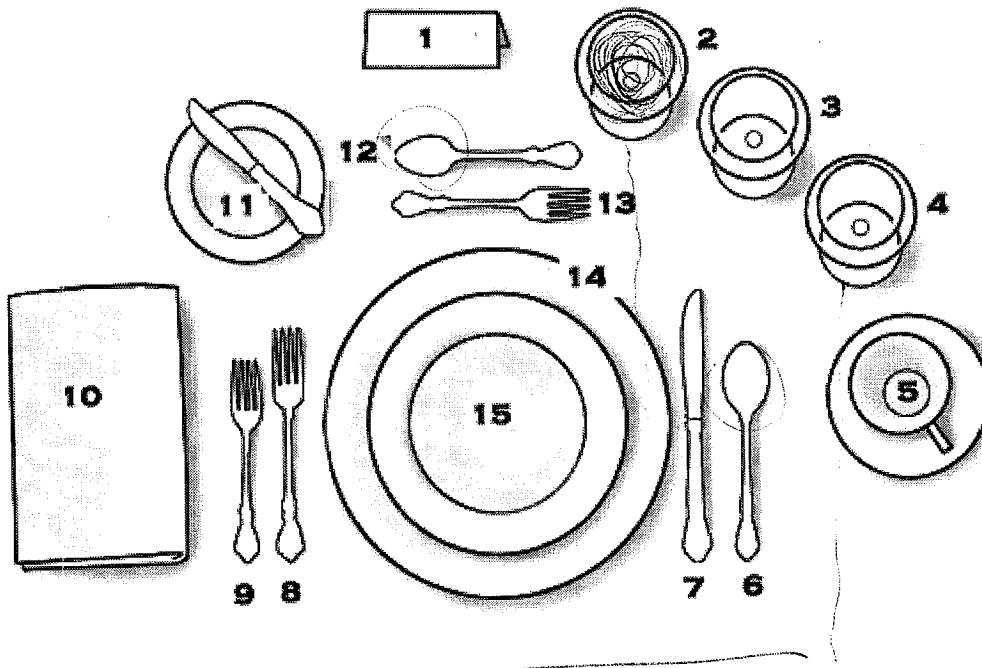
Multiple Choice

- 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 -12
- B 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
- C 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
- A 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

- | | | |
|----------|-----------------|--|
| <u>D</u> | Scullery | <input checked="" type="checkbox"/> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> | Queen Mary | <input checked="" type="checkbox"/> 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 | <input checked="" type="checkbox"/> Used to hold a large tray on the dining floor |
| <u>G</u> | French Passing | <input checked="" type="checkbox"/> Area for dirty dishware and glasses |
| <u>B</u> | Russian Service | <input checked="" type="checkbox"/> Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> | Corkscrew | <input checked="" type="checkbox"/> Used to open bottles of wine |
| <u>C</u> | Tray Jack | <input checked="" type="checkbox"/> 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>6</u>	Teaspoon	<u>4</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>12</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>1</u>	Water Glass		

Fill in the Blank

1. The utensils are placed 18 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? CREAM + SUGAR
3. Synchronized service is when: Each item is timed for service served at same time
4. What is generally indicated on the name placard other than the name? THE CHOSEN PROTEIN
5. The Protein on a plate is typically served at what hour on the clock? 6pm
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Notify THE CHEF