

# GIOVANNI HERNANDEZ

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Seeking to leverage years of Food & Beverage background experience, into new dynamic role and setting. Successful at working in high-volume environments to meet challenging sales, service and quality objectives. Familiar with fast paced multitasking, highly effective at learning quickly, and dealing calmly with all types of customer requests.

## EXPERIENCE

### PURCHASING MANAGER BAR BEVERAGE CONTROLLER

**SOHO HOUSE & CO — WEST HOLLYWOOD, CA 90069 | 02/2016 – 04/2019**

- Oversee beverage costs and budgets, as well as shipping and receiving functions of high-volume Private Members Club.
- Responsible for ordering and maintaining par inventories and actively monitoring in-house inventory movement of multiple sites.
- Manage physical inventory by actively walking walk-in refrigerators, dry storage and liquor rooms, etc.
- Negotiated with vendors for goods and services. Prepared and submitted Purchase Orders to vendors and tracked delivery until order is received.
- Position and duties included working closely with team and supervised Receiver Clerks.

### SERVER/BARTENDER

**EL PESCADOR RESTAURANTS — SOUTH GATE, CA 90280 | 05/2013 – 02/2016**

- Monitored food & beverage distribution, verified guidelines for special diets and delivered meals and drinks to recipients quickly.
- Kept updated knowledge of menu and specials. Guided guests through menus while demonstrating thorough knowledge of food, beverages, ingredients, and cooking methods.
- Worked with POS system to place orders, manage bills and handle complimentary items for dissatisfied customers.
- Maintained strong reputation of efficiency and accuracy, earning numerous recommendations from satisfied customers. Increased sales by up-selling high tier items.
- Performed opening, closing and shift change duties accurately to keep restaurant working smoothly and ready to meet all customer needs.

### BUSSER/BARBACK

**BELMONT BREWING CO — BELMONT SHORE, CA 90069 | 03/2012 – 05/2013**

- Bussed, cleaned tables, collected trash, wiped up spills and removed trays to maintain fresh and clean customer areas.
- Loaded trays with accessories, including eating utensils, napkins and condiments.
- Maintained adequate levels of condiments and well-stocked drink stations to stay ready for expected customer levels.
- Replaced empty kegs and soda syrups, restocked ice, condiments and snacks, cleared empty glasses, used plates and trash.
- Worked quickly, communicated with other staff and always looked for better ways of doing tasks to improve productivity.

## SKILLS

- Bi-Lingual with excellent communication skills (Eng/Span)
- High Volume dining area cleanliness, Cash handling, Order accuracy
- Self-motivated Leadership with great Customer Service
- Multi-Instrumentalist (Guitar/Vocals/Piano/Mixed Media Artist)
- Point of Sale knowledge
- Hospitality service expertise

## EDUCATION

East Los Angeles College, Monterrey Park CA,  
*Associate of Arts in Psychology /2014*  
*-Minored in Music & Art*



**Bartenders Test**

Score 31 / 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

-4  
89%

**Vocabulary (9 points)**

Match the word to its definition

C "Straight Up"

F Shaker Tin

I "Neat"

A Muddler

B Strainer

E Jigger

G Bar Mat

D "Float"

H "Back"

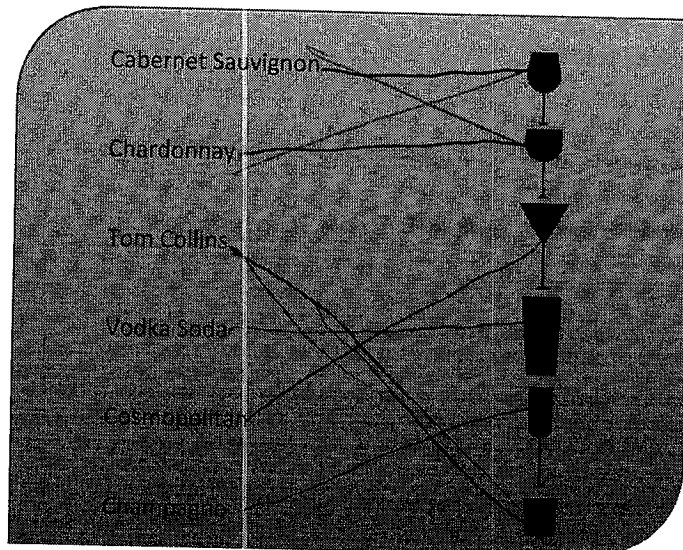
- ☒ a.) Used to crush fruits and herbs for craft cocktail making
- ☒ b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured
- ☒ c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice
- ☒ d.) To pour 1/2 oz of a liquor on top
- ☒ e.) Used to measure the alcohol and mixer for a drink
- ☒ f.) Used to mix cocktails along with a pint glass and ice
- ☒ g.) Used on the bar top to gather spills
- ☒ h.) Requesting a separate glass of another drink
- ☒ i.) Means to serve spirit room temperature in a rocks glass with no ice

**Bartenders Test**

**Score / 35**

**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): Pan Julio 1942, Macallan 25, Hibiki Japanese Whisky

What are the ingredients in a Manhattan? Whiskey, Sweet Vermouth, Bitters

What are the ingredients in a Cosmopolitan? Vodka, Triple Sec, Cranberry Juice, Lime Juice

What are the ingredients in a Long Island Iced Tea? Vodka, Tequila, Whiskey, Rum, Splash of Coke, Gin

What makes a margarita a "Cadillac"? Grand Marnier

What is simple syrup? Sugar and Hot Water

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

Yes, if merging left over liquor is being passed to the same type of liquor bottle. Re-pouring

What should you do if you break a glass in the ice? Remove all ice & clean station

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

What does it mean when a customer orders their cocktail "dirty"? changing the essential ingredients or colors.

What are the ingredients in a Margarita? tequila, lime, margarita mix, Ice.

**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
- 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
- B 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**

D Scullery

E Queen Mary

A Chaffing Dish

B French Passing

G Russian Service

F Corkscrew

C Tray Jack

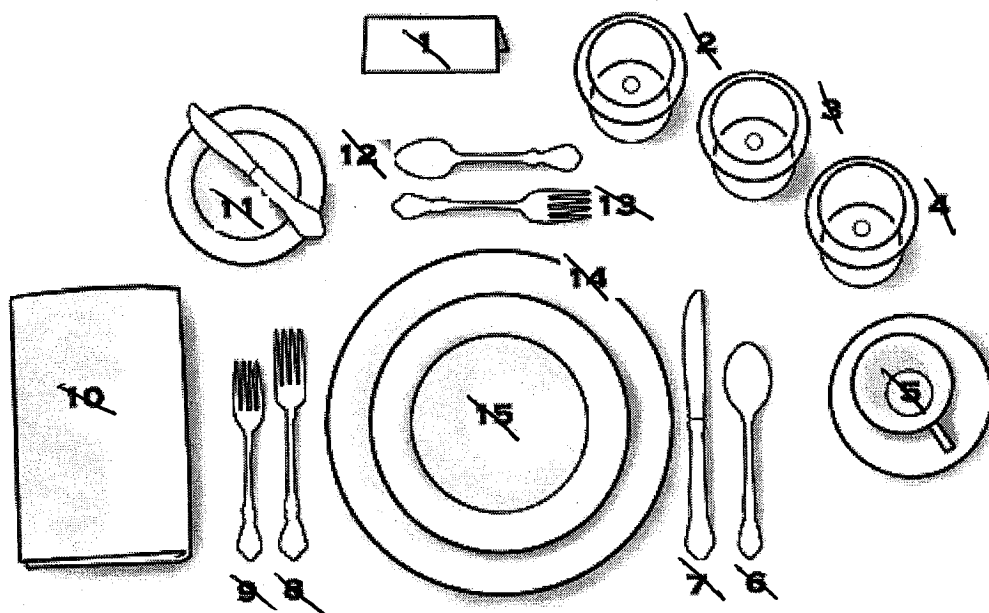
- A. Metal buffet device used to keep food warm by heating it over warmed water
- B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)
- C. Used to 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



Name Jovanni Hernandez

**Servers Test**

Score / 35



**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>24</u> | Wine Glass (White)           |
| <u>4</u>  | Water Glass           |           |                              |

**Fill in the Blank**

- The utensils are placed 1-2 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Bread & Butter / Marmelade
- Synchronized service is when: serve @ the same time white glove exceptional service, doing one half of table then the other
- What is generally indicated on the name placard other than the name? table #, or if they are VIP
- The Protein on a plate is typically served at what hour on the clock? 5-6pm / or 1st to 2nd Hour of the evening
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Notify the Kitchen and Expo so we can get correct dinner for guest

