

**William Diaz**

## Profile

Very efficient, outgoing, and industrious server with strong interpersonal, communication, and training skills.

Have over five years of experience and a dedication within the service industry.

## Experience

November 2012- Present *Outback Steakhouse* Orlando, FL

### **Server/bartender/headwaiter**

- Delivered a memorable guest experience by showcasing brand image
- Suggestive selling of food and beverage products in a high volume, fast-paced environment

## Server

- Outstanding client understanding and development of service industry ambience
- Established well-built relationships with customers, staff members, guests, and team organizers

*September 2008-June 2011 Ruby Tuesdays Orlando, FL, NJ*

## Server/Bartender

- Successfully handled, monitored, and controlled whole food and beverage operations
- Operated with success with a high volume restaurant

## Education

September 2005-June 2007 Union County College Cranford, NJ

## General Education/Business School

- Degree still in progress

## Skills

- Experience in bartending and knowledge of liquor and wine
- Background including Posi and Micros training
- Understanding the importance of up-selling
- Strong management, training, and motivational skills
- Excellent interpersonal, verbal, and written communicational skills
- Natural ability to work as a team
- Strong organizational skills and attention to detail

Interview Note Sheet

Name: William Diaz

Date: 7/10/17

Position (s) Applied for:

Bartender / Server

Interviewer: Jo Park

Rate of Pay: \$14, \$15

Referred by:

Indeed

Job Series:

		%		%
Server	/35	% Bartender	/30	%
Prep Cook	/15	% Barista	/10	%
Grill Cook	/40	% Cashier	/10	%
Dishwasher	/10	% Housekeeping	/10	%

Full-Time

Part-Time

→ Crystal Ballroom - West Orlando Total of \_\_\_\_\_ in Food Service

1 Year  
Bartender

currenting in sales  
cars

→ Ruby Tues Orlando  
Server / Bartender  
Sept 2008 - June 2011

\* max travel up to 1 hour

P.O.S. Experience: Y / N details:

Car

Public Transit

Carpool ( Rider / Driver )

North NJ

South NJ

Central NJ

Fords

Jersey Shore

TIPS

Serv-Safe

LEAD

Other \_\_\_\_\_

Will Submit

Open

AM only

PM only

Weekdays only

Weekends only

Details: Weds & Sun

bistro  
Chef Coat

Black Bistro  
Chef Pants

Knives

Tuxedo

1/2 Tuxedo

Black Vest

Long Black Tie

Black Pants

Non-Slip Shoes

Bow Tie

Other: Black

polo

Would you recommend this applicant for Acting Academy?

Conversion:

Other Languages Spoken:

Multiple Choice (6 points)

B 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

30/35

85%

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

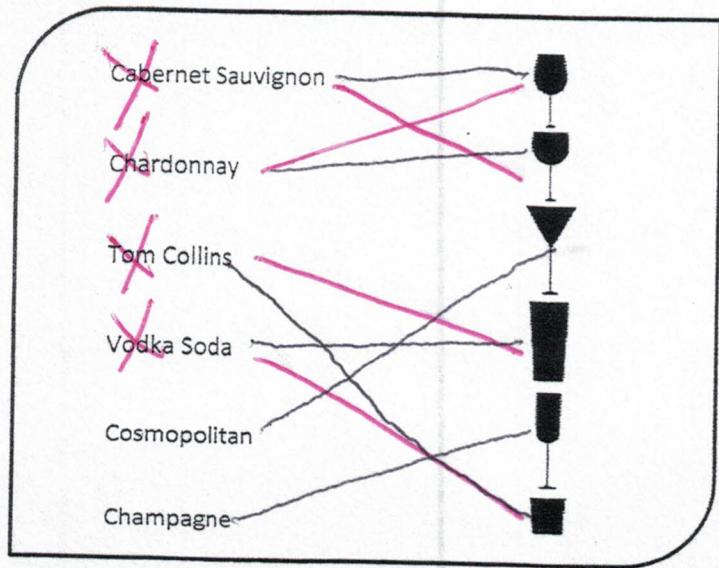
D "Float"

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  $\frac{1}{2}$  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

**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, Patron, Hendricks

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

What are the ingredients in a Cosmopolitan? Vodka, triple Sec, Cranberry, Squeeze lime

What are the ingredients in a Long Island Iced Tea? Vodka, Rum, Gin, triple Sec, Sour, splash lime

What makes a margarita a "Cadillac"? Premium liquor, grand marnier float

What is simple syrup? Sugar water

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

No, Mixing

What should you do if you break a glass in the ice? Pour Grenadine to Inform, then Burn

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? Tequila, triple Sec, Sour

Multiple Choice

C X (C) 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

B X (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

A X (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

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

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

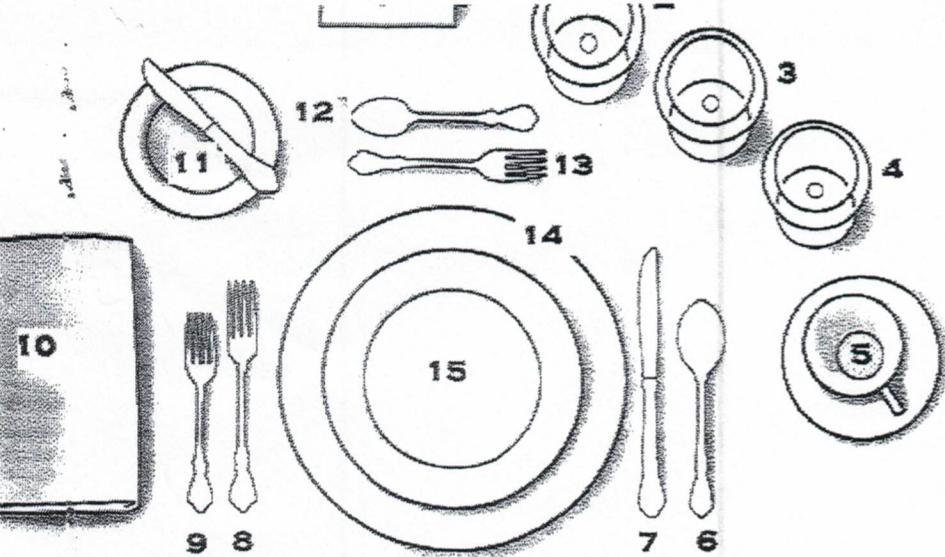
D 6) If you bring the wrong entrée to a guest what should you do?  
 a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn  
 b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served  
 c) Try to 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

27/35  
 77%

Match the Correct Vocabulary

D Scullery  
E Queen Mary  
A Chaffing Dish  
B G French Passing  
G P 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



Score / 35

Match the Number to the Correct Vocabulary

<u>8</u>	Dinner Fork
<u>5</u>	Tea or Coffee Cup and Saucer
<u>17</u>	Dinner Knife
<u>28</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Service Plate
<u>30</u>	Wine Glass (White)

10 Napkin  
11 Bread Plate and Knife  
12 Name Place Card  
13 Teaspoon  
15 Dessert Fork  
6 Soup Spoon  
15 Salad Plate  
10 Water Glass

Fill in the Blank

1. The utensils are placed 2 1 inch (es) from the edge of the table.  
 2. Coffee and Tea service should be accompanied by what extras? Sugar Caddy, milk or cream, lemon  
 3. Synchronized service is when: Steps of Service, Drinks, Apps, Salads etc.  
 4. What is generally indicated on the name placard other than the name? Seat Number  
 5. The Protein on a plate is typically served at what hour on the clock? 5 6  
 6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
tell Manager know & get them the correct menu