

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

June 2011-October 2012 Hard Rock Café Orlando, FL

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: <u>William Diaz</u>	Interviewer: <u>Jo Paik</u>
Date: <u>7/10/17</u>	Rate of Pay: <u>\$14, \$15</u>
Position (s) Applied for: <u>Bartender / Server</u>	Referred by: <u>Inded</u>

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

Full-Time
Part-Time

History of Employers

Crystal Ballroom - West Orlando
1 Year
Bartender

Outback Steakhouse
Server/Bartender Captain
Nov 2012 - June 2018

Hard Rock Cafe - Orlando
Server
June 2011 - Oct 2012

currency in sales cars

- Riley Tues Orlando
Server/Bartender
Sept 2008 - June 2011

* max travel up to 1 hour

Total of _____ in Food Service

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

Regions Available to Work:

Car Public Transit Carpool (Rider / Driver)

North NJ South NJ Central NJ Pards Jersey Shore

TIPS Serv-Safe LEAD Other _____ Will Submit

Open AM only PM only Weekdays only Weekends only

Details: Weds & Sun

Bistro Black Bistro Tuxedo 1/2 Tuxedo Black Vest Long Black Tie

Chef Coat Chef Pants Knives Black Pants Non-Slip Shoes Bow Tie Other: Black polo

Would you recommend this applicant for Academy?

Conversion Candidates

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

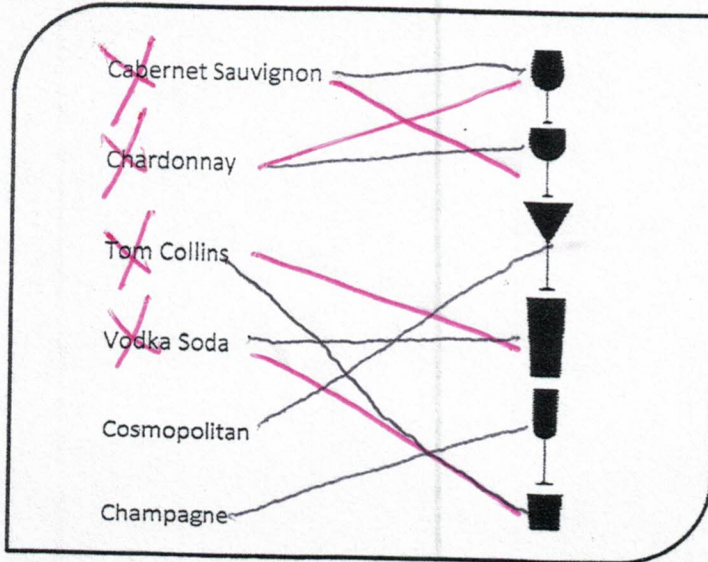
D "Float"

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 ½ 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, Hendrick's

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 of

~~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, Marrying

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? NO

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

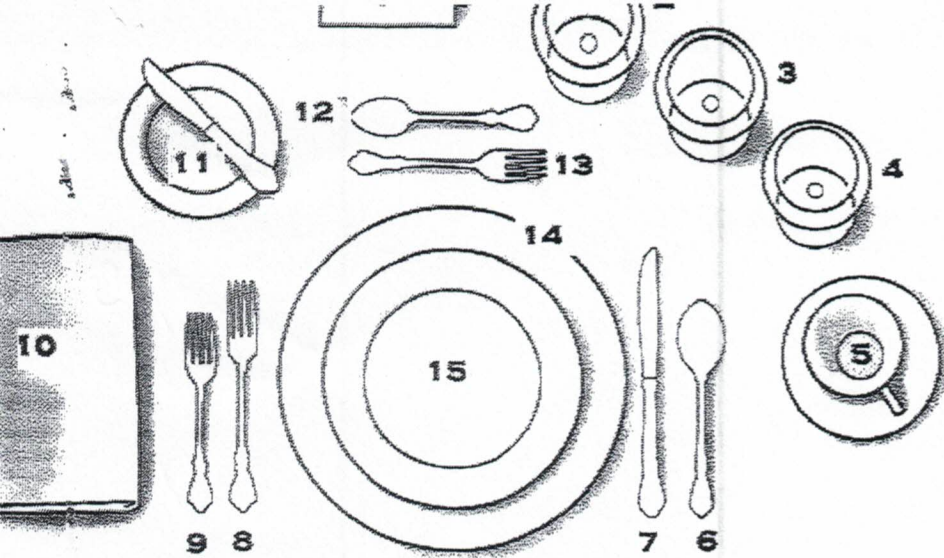
- C 1) Food is served on what side with what hand?
a) On the left side with the left hand
b) On the left side with the right hand
c) On the right side with the left hand
d) On the right side with the right hand
- B 2) Drinks are served on what side with what hand?
a) On the left side with the left hand
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
- 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 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

27/35

77%

Match the Correct Vocabulary

- | | |
|-----------------------------------|---|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> 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) |
| <u>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>B</u> <u>G</u> French Passing | D. Area for dirty dishware and glasses |
| <u>C</u> <u>D</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F. Used to open bottles of wine |
| <u>C</u> Tray Jack | 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>7</u> | Dinner Knife |
| <u>2</u> | Wine Glass (Red) |
| <u>9</u> | Salad Fork |
| <u>14</u> | Service Plate |
| <u>3</u> | Wine Glass (White) |

- | | |
|-----------|-----------------------|
| <u>10</u> | Napkin |
| <u>11</u> | Bread Plate and Knife |
| <u>1</u> | Name Place Card |
| <u>4</u> | Teaspoon |
| <u>13</u> | Dessert Fork |
| <u>6</u> | Soup Spoon |
| <u>15</u> | Salad Plate |
| <u>12</u> | Water Glass |

Fill in the Blank

1. The utensils are placed 2 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?
Let Manager know & get them the correct Menu.