

# HANNAH ALEXIS JOHNSON

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## **EDUCATION**

### **Pacific Bartending School**

Torrance, CA

*Certificate of Bartending and Responsible Alcohol Serving*

Aug 2017 – Oct 2017

- Extensive knowledge of spirits and traditional cocktails
- Mastery of proper glassware and pouring techniques
- Crafted a passion for Beer and customer satisfaction

### **Los Angeles City College**

Los Angeles, CA

*Associate Degree in Natural Science*

Aug 2012 – Present

- Los Angeles Sheriff Department Student Personnel
- College Cadet involvement
- Member of Boxing Club

### **Animo Jackie Robinson Charter High School**

Los Angeles, CA

High School Diploma Aug 2008 - June 2012

- Perfect Attendance
- Co-Chair of Business Club

## **EXPERIENCE**

### **ALLIED UNIVERSAL**

Los Angeles, CA

Security Guard

May 2018- PRESENT

- Greet all guest
- Lock and secure building
- Sign in/ out all visitors

### **BUFFALO WILD WINGS**

Los Angeles, CA

Bartender/ Server

MARCH 2017- APRIL 2018

- Seat guest and take orders
- Serve food and alcohol beverages
- Check for valid identification when serving alcohol
- Provided excellent hospitality and customer service

### **LAUGH FACTORY**

Hollywood, CA

Cocktail Server

DECEMBER 2015 – FEBRUARY 2017

- Provided excellent service to guest when taking and serving orders
- Maintained cleanliness of tables of 5+ tables
- Reassured all guests of an enjoyable experience through quality customer service

## **LOS ANGELES CITY COLLEGE SHERIFF'S DEPARTMENT**

Los Angeles, CA

### **Campus Cadet**

*August 2012 – November 2015*

- Completed routine patrolling of Campus daily
- Responded to 50+ emergency calls
- Reinforced campus policies and Issued parking citations to violator
- Provided customer service to students and staff

### **SKILLS**

Typing (40 WPM); Microsoft Office (Word, Excel, PowerPoint); Conversational Spanish; able to lift 50+ pounds. CPR & AED certified. Certified California Guard Card; Bartending Certification; California Alcohol Beverage Control (ABC) certificate; Food handler certificate

### **REFERENCES**

National Bar Staffing Manager Leslie Hornesby 323-926-1566

Buffalo Wild Wings Team Leader Sandra Paris 323 -561-8828

Marian McKenna UCLA history senate 818-207-0996

**Bartenders Test**

Score 29 / 35

**Multiple Choice** (6 points)

- 1) Carbonation \_\_\_\_\_ the rate of intoxication.  
a) Slows down  
b) Speeds up  
c) Does nothing to
- 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
- 3) You can accept an expired ID as long as all other information is correct.  
a) True  
b) False
- 4) If someone has had too much to drink, serving them coffee will help sober them up.  
a) True  
b) False
- 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
- 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

60  
83%

**Vocabulary** (9 points)

Match the word to its definition

- |                 |   |
|-----------------|---|
| I "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 |
| H "Neat"        | c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice                       |
| A Muddler       | d.) To pour 1/2 oz of a liquor on top   |
| B Strainer      | e.) Used to measure the alcohol and mixer for a drink   |
| C 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  |
| C "Back"        | i.) Means to serve spirit room temperature in a rocks glass with no ice                           |

*Bussle*  
**Servers Test**

Name Hannah Johnson  
Score      / 35

**Multiple Choice**

- 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
- 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
- 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
- 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
- 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
- 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

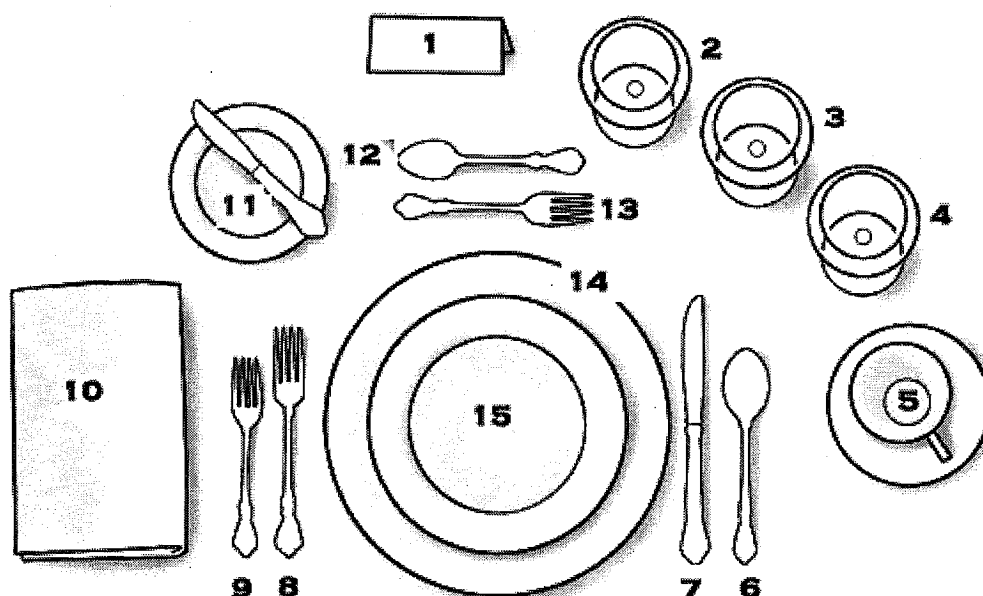
**Match the Correct Vocabulary**

- |                          |   |
|--------------------------|---|
| <u>B</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>X</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>C</u> Chaffing Dish   | C. Used to hold a large tray on the dining floor  |
| <u>E</u> French Passing  | D. Area for dirty dishware and glasses  |
| <u>G</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       | <input checked="" type="radio"/> F. Used to open bottles of wine  |
| <u>    </u> Tray Jack    | G. Style of dining in which the courses come out one at a time  |

Name Hannah Johnson

**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>4</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 1 4 inches 4 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? creme and sugar
3. ~~Synchronized~~ service is when: Accomodate the customers serve @ same time
4. What is generally indicated on the name placard other than the name? Host name
5. The Protein on a plate is typically served at what hour on the clock? 12 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Give the instructions to chef

## Cashier Test

Score 14 / 15

-1 (93%)

1) A roll of quarters is worth?

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

2) A roll of dimes is worth?

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

3) A roll of nickels is worth?

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

4) A roll of pennies is worth?

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

5) What does POS stand for?

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

6) What is the current sales tax rate in your city 7.25? California 9.5 Los Angeles

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

$$\begin{array}{r} 1.25 \\ 0.90 \\ 0.79 \\ \hline 2.94 \end{array} \quad \begin{array}{r} 10.00 \\ - 2.94 \\ \hline 7.06 \end{array}$$

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

$$\begin{array}{r} 10.50 \times 2 = 21.00 \\ 7.25 \times 2 = 14.50 \\ \hline 35.50 \end{array} \quad \begin{array}{r} 50.00 \\ - 35.50 \\ \hline 14.50 \end{array}$$

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

$$\begin{array}{r} 4.25 \\ + 3.75 \\ \hline 8.00 \end{array}$$

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

$$\begin{array}{r} 3.75 \\ \times 2 \\ \hline 7.50 \\ + 2.50 \\ \hline 10.00 \\ + 5.00 \\ \hline 15.00 \end{array} \quad \begin{array}{r} 15.00 \\ + 6.50 \\ \hline 21.50 \end{array} \quad \begin{array}{r} 100.00 \\ - 21.50 \\ \hline 78.50 \end{array}$$