

R A V E N

Reliable Ambitious Versatile Energetic Neat

Friendly, vivacious service professional seeking a position in the food/beverage industry where my outgoing personality and commitment to product knowledge, accuracy and speed of service will exceed customer expectations thereby increasing company revenues.

Summary:

*Innovative and resourceful Cocktail Chef specializing in custom cocktail creation
TIPS® Certified Trainer; ServSafe and RCS certified to provide responsible alcohol service
Cicerone® Certified Beer Server
Advanced knowledge of viticulture and oenology
Sixteen years of experience in a fast-paced, high-volume bar/restaurant setting
Self-starter, able to exercise independent judgment and initiative
Expert cash handler, very experienced in most POS systems*

Key Skills:

- o **Demonstrated ability to deliver the Perfect Guest Experience**
- o **Excellent knowledge of beer, wine, spirits and cocktail theory**
- o **Organized, accurate and efficient under pressure**
- o **Proven sales leader ; proficient in inventory management and cost control**

Work History:

Bartender

<i>Black Rock Bar and Grill</i>	<i>10/2018-present</i>
<i>Motor City Wine</i>	<i>7/2013-6/2015</i>
<i>Detroit Music Hall Center for the Performing Arts/Jazz Café</i>	<i>9/2010-6/2015</i>
<i>Detroit Seafood Market/Paradise Valley Lounge</i>	<i>9/2010-4/2013</i>
<i>OSLO Sushi Bar and Nightclub</i>	<i>4/2008-11/2011</i>
<i>RiverBar/VOLT Lounge, Detroit Marriott at the Renaissance Center</i>	<i>3/2008-9/2011</i>
<i>Matt Prentice Restaurant Group – Banquet Bartender/Server</i>	<i>1/2007-1/2011</i>
<i>Levy Restaurants at Ford Field – Assistant Lead Bartender</i>	<i>7/2007-1/2010</i>
<i>Chene Park/Fine Arts Theatre (The Right Productions)</i>	<i>4/2006-9/2009</i>

Server

<i>Townhouse Bistro Detroit – Lead Service Trainer</i>	<i>10/2015-11/2018</i>
<i>Slows BarBQ – Detroit's Destination Restaurant</i>	<i>2/2014-10/2016</i>
<i>24Grille, The Westin Book Cadillac Detroit – Fine Dining</i>	<i>8/2011-8/2013</i>
<i>Majestic Theatre Complex – Upscale Dining and Private Events</i>	<i>1/2010-9/2014</i>
<i>MotorCity Casino – Gaming/Entertainment Lounge Cocktail Service</i>	<i>10/2003-8/2007</i>

Corporate Catering Sales and Accounts Manager

<i>The Vineyards Marketplace</i>	<i>7/2012-9/2016</i>
<i>Mudgies Authentic Artisan Deli</i>	<i>10/2011-8/2012</i>
<ul style="list-style-type: none"> o Coordinated food & beverage engagements by managing outside solicitation and incoming inquiries o Developed contracts, proposals & customized menus to meet client needs & company financial goals o Assisted with the developing, implementing & managing food & beverage sales promotions o Maintained daily communication with the Catering Director regarding new/repeat/lost business, customer & operational issues 	

Promotional Model

<i>MSNTayler Management</i>	<i>6/2010-4/2015</i>
<i>GD Productions</i>	<i>2/2002-9/2012</i>

Education:

<i>Tiffin University – Bachelor of Arts, Communications</i>	<i>Degree Conferred 5/2005</i>
---	--------------------------------

Servers Test

Score / 35

Multiple Choice

- A 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
- D 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

100%

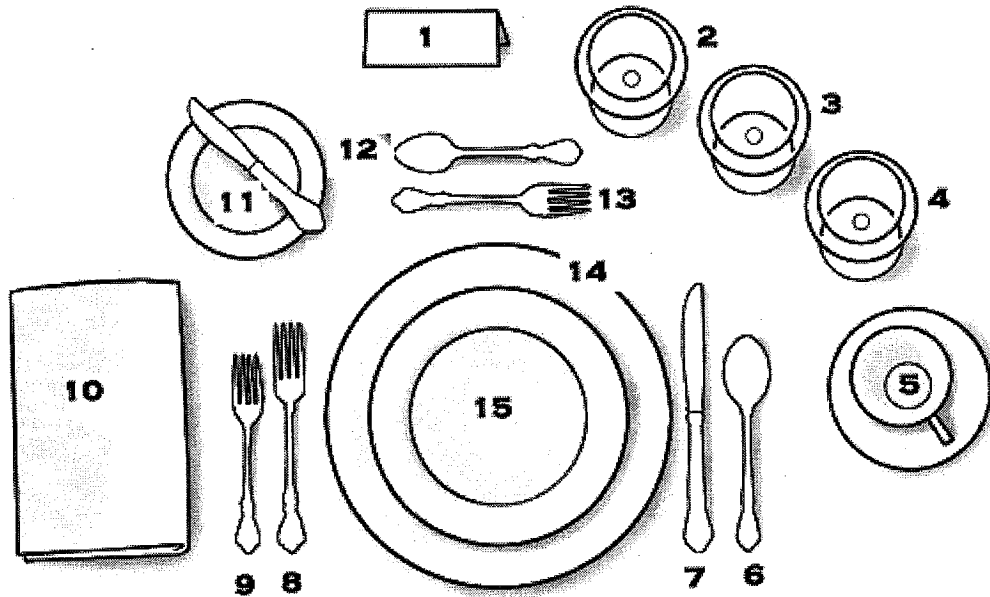
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <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> 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>H</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 |

Name _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

- | | | | |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin | <u>9</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>13</u> | Salad Plate | <u>3</u> | Wine Glass (White) |
| <u>4</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 1 2-3 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream Sugar, lemon.
- Synchronized service is when: all servers leave expo at once
- What is generally indicated on the name placard other than the name? title
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
inform Captain or expo

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

2
quy/.

Vocabulary (9 points)

Match the word to its definition

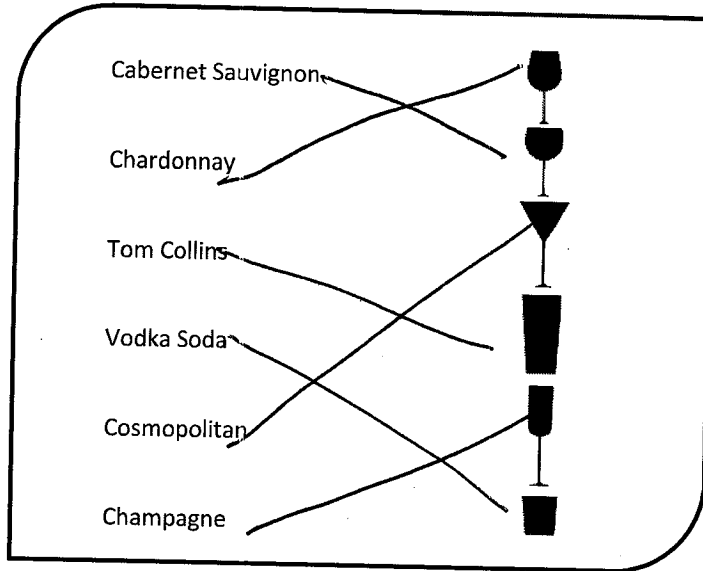
- | | |
|------------------------|---|
| <u>I</u> "Straight Up" | a.) Used to crush fruits and herbs for craft cocktail making |
| <u>E</u> Shaker Tin | b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>C</u> "Neat" | c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice |
| <u>A</u> Muddler | d.) To pour 1/2 oz of a liquor on top |
| <u>B</u> Strainer | e.) Used to measure the alcohol and mixer for a drink |
| <u>E</u> Jigger | f.) Used to mix cocktails along with a pint glass and ice |
| <u>G</u> Bar Mat | g.) Used on the bar top to gather spills |
| <u>D</u> "Float" | h.) Requesting a separate glass of another drink |
| <u>H</u> "Back" | 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): Belvedere, Patron, Bombay Sapphire

What are the ingredients in a Manhattan? Bourbon or Rye, Sweet vermouth (or sweet + dry for perfect)

What are the ingredients in a Cosmopolitan? Vodka, triple sec, lime juice, cranberry

What are the ingredients in a Long Island Iced Tea? Vodka, gin, rum, tequila, triple sec, soda

What makes a margarita a "Cadillac"? gold tequila, Grand marnier, splash of

What is simple syrup? equal parts sugar + water

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

Illegal, called monkeying

What should you do if you break a glass in the ice? Remove ice + clean well

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, lime juice, soda

salt rim to taste