

**Berry Lou**  
1647 Ironstone Ave  
Montebello, Ca 90640  
(323) 215-9475

**EXPERIENCE:**

**Concession Worker**

FB Innovations

July 2018 to present

- \* Concession lead, cashier, cook, beer and wine bartender

**Part-Time Office Assistant**

Teksmart

June 2017 to present

- \* Performs various office projects as needed.

**Sales and Operational Manager**

Platinum Access Systems

July 2018 to July 2019

- \* Implement five year sales and business plan
- \* Performed operational tasks and complete special projects as needed

**Contract Software Instructor**

- \* Instructed Microsoft Office applications to students.

**Senior Software Instructor - CompUSA**

- \* Instructed Microsoft Office applications to students.
- \* Performed monthly system maintenance on student computers.
- \* Performed twelve weeks of proprietary software training for a ComUSA national account.

**Route Sales - Frito-Lay**

- \* Restored and increased salty snack food sales by 20% on a poorly serviced sales territory.

**Personal Financial Analyst - Younger and Associates**

- \* Pinpoint financial problems and apply appropriate financial solutions for individuals and families.

**Programmer / Analyst**

McDonnell Douglas Corporation

- \* EMPLOYEE RECOGNITION AWARD - July 1990

Created policies / procedures for our department that received approval from upper management and U.S. Air Force auditors.

- \* EMPLOYEE RECOGNITION AWARD - March 1990

Analyzed and programmed first phase of an on-line database scheduling system using COBOL IMS/DC/DB2 within a specific time frame.

- \* Programmed the initial phase of the on-line scheduling system in ORACLE.

**Computer Operator**

Hughes Aircraft Company

- \* Monitored multiple IBM mainframe computer consoles
- \* Analyzed and resolved computer malfunctions.
- \* Performed nightly backups on IBM mainframe computers.
- \* Developed a computer program to improve human resource control.

**EDUCATION:**

UNIVERSITY of SOUTHERN CALIFORNIA, Los Angeles, California

B.S. in Computer Science with a minor in Business, December 1986

**PERSONAL DATA:**



**Servers Test**

**Multiple Choice**

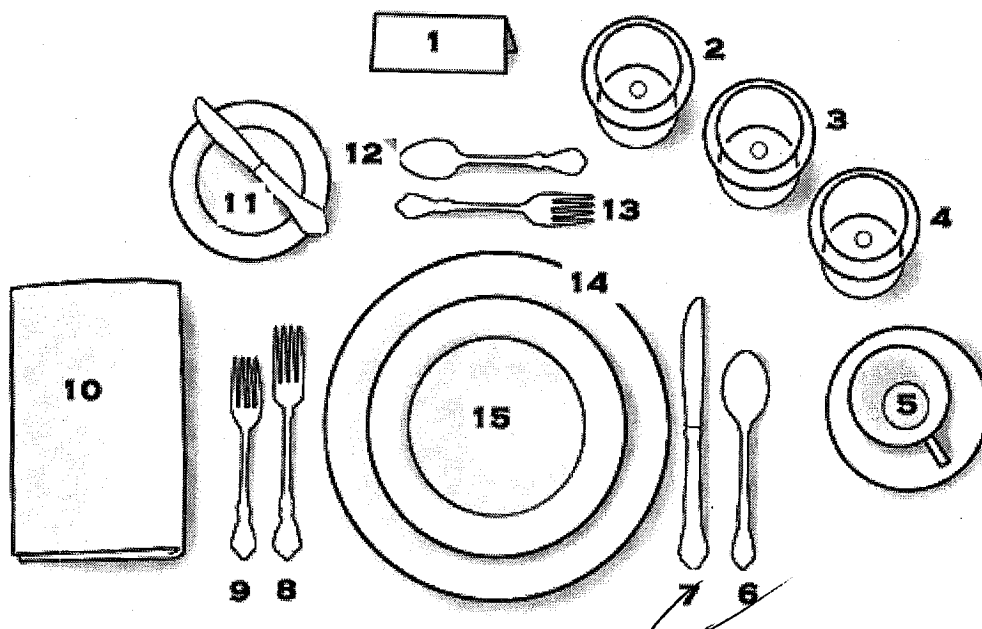
- 1 1) Food is served on what side with what hand?  
a) On the left side with the left hand  
b) On the left side with the right hand  
c) On the right side with the left hand  
d) On the right side with the right hand
- 2 2) Drinks are served on what side with what hand?  
a) On the left side with the 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
- 7 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

**Match the Correct Vocabulary**

- |                          |  |
|--------------------------|--|
| <u>K</u> Scullery        | <u>1</u> A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>D</u> Queen Mary      | <u>2</u> 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   | <u>3</u> C. Used to hold a large tray on the dining floor  |
| <u>G</u> French Passing  | <u>4</u> D. Area for dirty dishware and glasses  |
| <u>B</u> Russian Service | <u>5</u> E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>F</u> Corkscrew       | <u>6</u> F. Used to open bottles of wine   |
| <u>C</u> Tray Jack       | <u>7</u> G. Style of dining in which the courses come out one at a time  |

Name BERRY LOU  
Score / 35

# Servers Test



## 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>3</u>  | Wine Glass (Red)             |
| <u>13</u> | Dessert Fork          | <u>4</u>  | Salad Fork                   |
| <u>6</u>  | Soup Spoon            | <u>14</u> | Service Plate                |
| <u>15</u> | Salad Plate           | <u>2</u>  | Wine Glass (White)           |
| <u>14</u> | Water Glass           |           |                              |

## Fill in the Blank

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar and cream
- Synchronized service is when: each food dish is served at the same time to the guest
- What is generally indicated on the name placard other than the name? company name
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Find out what is available

## Bartenders Test

Score / 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

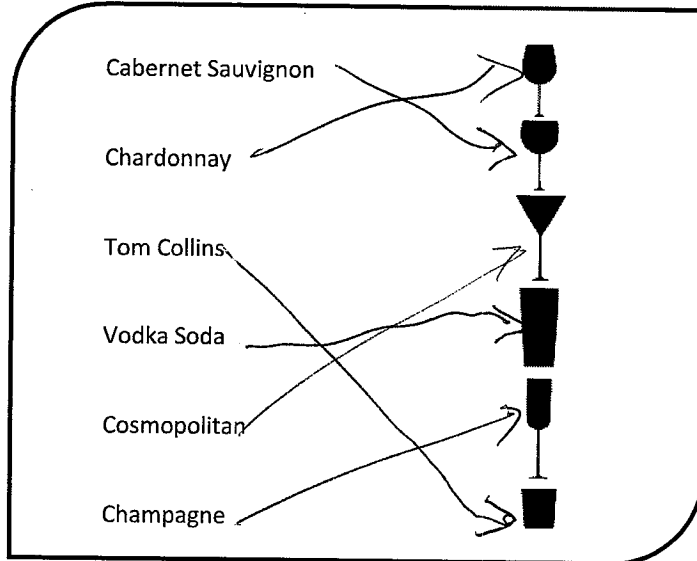
### Vocabulary (9 points)

Match the word to its definition

i	"Straight Up"	1	Used to crush fruits and herbs for craft cocktail making
f	Shaker Tin	2	Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured
A	"Neat"	3	To serve chilled liquor in a chilled stemmed cocktail glass with no ice
A	Muddler	4	To pour 1/2 oz of a liquor on top
B	Strainer	5	Used to measure the alcohol and mixer for a drink
C	Jigger	6	Used to mix cocktails along with a pint glass and ice
7	Bar Mat	7	Used on the bar top to gather spills
8	"Float"	8	Requesting a separate glass of another drink
d	"Back"	9	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): \_\_\_\_\_

What are the ingredients in a Manhattan? \_\_\_\_\_

What are the ingredients in a Cosmopolitan? \_\_\_\_\_

What are the ingredients in a Long Island Iced Tea? \_\_\_\_\_

What makes a margarita a "Cadillac"? \_\_\_\_\_

What is simple syrup? \_\_\_\_\_

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

\_\_\_\_\_

What should you do if you break a glass in the ice? \_\_\_\_\_

When is it OK to have an alcoholic beverage while working? It's not okay

What does it mean when a customer orders their cocktail "dirty"? \_\_\_\_\_

What are the ingredients in a Margarita? \_\_\_\_\_