

# Shaquille Wilson

## **Patient Transporter - Piedmont Atlanta Hospital**

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Talented Assistant Manager with excellent issue and conflict resolution skills and more than 2 years of experience. Highly effective and knowledgeable in providing outstanding guest satisfaction.

- Friendly and enthusiastic. Highly successful at upselling and promoting new products.
- Responsible and mature problem-solver who thrives in fast-paced environments. Enjoys working as part of a team to achieve sales goals.
- Multi-tasking Assistant Store Manager known for creating positive environments where employees can thrive and succeed. Detailed and quick-paced and a true team player. Pursuing a new sales-driven role where hard work and dedication will be highly valued.

Willing to relocate: Anywhere

## Work Experience

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### **Patient Transporter**

Piedmont Atlanta Hospital - Atlanta, GA  
August 2016 to Present

Provided physical support to patients attempting to walk their way to a procedure room.  
Ensured that all patients were tagged properly for identification purposes.  
Established long-term customer relationships through prompt and courteous service.  
Conducted monthly inventories of materials on the work floor.  
Oversaw hiring and training of new employees each quarter.  
Identified and implemented supply chain improvement opportunities.  
Forecasted manpower requirements based on daily workload and company targets.

### **Assistant Store Manager**

Dairy Queen - McDonough, GA  
March 2013 to August 2015

Handled scheduling duties to ensure that the restaurant was properly staffed at all times.  
Immediately addressed problems with customers to promote quick and successful resolution.  
Trained new sales associates each quarter.  
Contacted other store locations to determine merchandise availability.  
Followed up with customers each week to verify that they were satisfied with purchases.  
Completed all point of sale opening and closing procedures, including counting the contents of the cash register.  
Strategically scheduled team members to maintain optimal staffing levels at all times.  
Completed all cleaning, stocking and organizing tasks in assigned sales area.  
Alerted customers to upcoming sales events and promotions.

Monitored security and handled incidents in a calm and professional manner.  
Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.

## Education

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### **High school or equivalent**

## Skills

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RETAIL, RETAIL SALES, STRATEGIC PLANNING, CUSTOMER SERVICE, INTERVIEWING

## Additional Information

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### SKILLS

Customer service Recruiting and interviewing  
Strategic planning Friendly demeanor  
Retail sales Computer literate  
People-oriented Excellent communication skills

**Bartenders Test**

Score 30 / 35

**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

X A 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

Shaquille  
Wilson

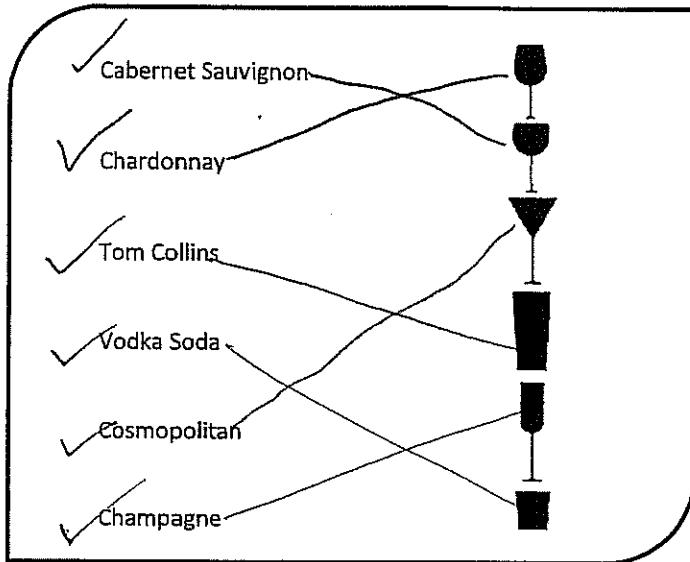
**Vocabulary** (9 points)

Match the word to its definition

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

✓ What are the ingredients in a Manhattan? Sweet red vermouth, Canadian whiskey, cherry, dash bitters

✓ What are the ingredients in a Cosmopolitan? lime juice, cranberry juice, cointreau, Vodka

✓ What are the ingredients in a Long Island Iced Tea? Vodka, white rum, lemon juice, tequila, Gin, lime syrup, colar, triple sec.

✓ What makes a margarita a "Cadillac"? additional splash of Gran Marnier

✓ What is simple syrup? liquefied form of sugar

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

✓ No, it's called "marrying".

✗ What should you do if you break a glass in the ice? You should never scoop ice w/ glass. But you'll have to empty the ice.

✓ When is it OK to have an alcoholic beverage while working? Never

✗ What does it mean when a customer orders their cocktail "dirty"? to slightly change the color & taste

✓ What are the ingredients in a Margarita? tequila, lime juice, Cointreau,