

# CHERISE TATUM

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3183 Wilshire Blvd., Los Angeles, CA 90010

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## SUMMARY

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Friendly and courteous server and bartender with eight years' work experience in an upscale bar and restaurant setting. Proficient knowledge of food, wine and spirits. Seeking a position in an upscale restaurant or bar.

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## HIGHLIGHTS

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- Point of Sale (POS) system operation (ALOHA, MICROS)  
Exceptional interpersonal skills
  - Extensive hospitality background
  - High-volume dining
  - Food Handlers card
  - TIPS Certified
  - Experienced Bartender
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## EXPERIENCE

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### FOUR SEASONS HOTEL

Beverly Hills, CA

#### Cocktail Server/Bartender

03/2010 to 6/2015

Assisted guests with making menu choices in an informative and helpful fashion. Appropriately suggested additional items to customers to increase restaurant sales. Promptly served all food courses and alcoholic beverages to guests. Consistently adhered to quality expectations and standards. Inquired about guest satisfaction, anticipated additional needs and happily fulfilled requests.

### SAMBA BRAZILLIAN GRILLE

Hollywood, CA

#### Bartender

10/2009 to 03/2010

Promptly served all food courses and alcoholic beverages to guests. Delivered exceptional, friendly and fast service. Demonstrated awareness of liability issues and the law by confirming legal drinking age and discontinuing service to intoxicated guests.

### RUSH STREET

Culver City, CA

#### Manager

03/2007 to 10/2009

Supervised all nightclub operations. Managed the hostess staff, cocktail servers and TSA's. Managed and coordinated all special events. Trained staff on the POS system. Trained staff on bottle service.

### KATSUYA AND FOXTAIL

Hollywood, CA

#### V.I.P. Hostess

04/2006 to 03/2007

Inquired about guest satisfaction, anticipated additional needs and happily fulfilled requests. Provided around the clock service to all V.I.P. clientele. Booked restaurant and bottle service table for V.I.P. clientele for several SBE venues. Maintained a personal list of V.I.P. customers.

### HILTON HOTEL

Hollywood, CA

#### Bartender

02/2006 to 05/2006

Maintained the bar. Served cocktails to customers. Delivered exceptional, friendly and fast service.



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## EDUCATION

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**BACHELOR OF ARTS: LIBERAL STUDIES** University of Central Florida  
Orlando, FL, USA

2004



Name Chetise

**Servers Test**

Score 31 / 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
- C 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
- C 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
- K 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

-4  
891

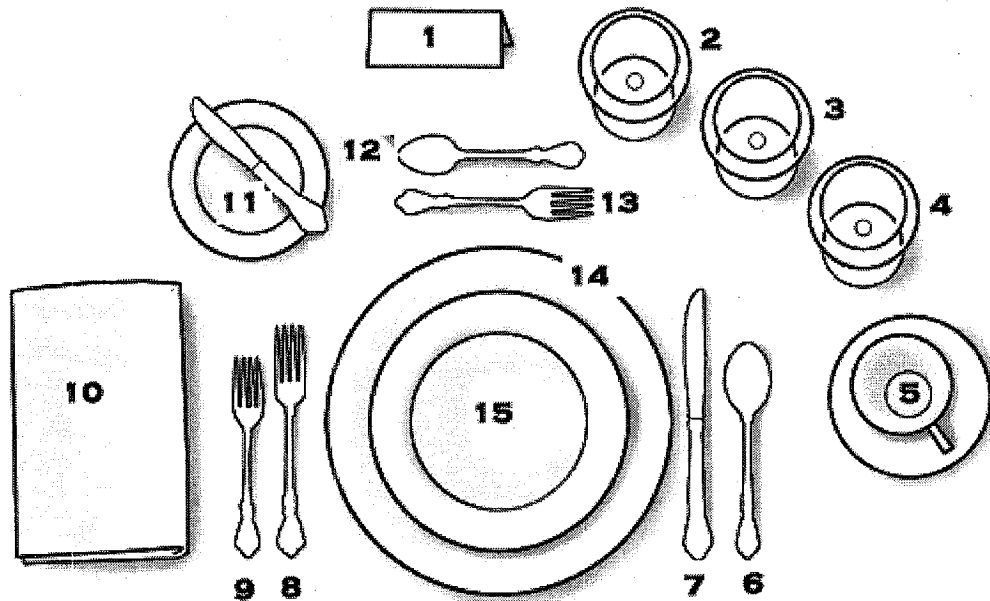
**Match the Correct Vocabulary**

- |                          |   |
|--------------------------|---|
| <u>D</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>F</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>B</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  |

Name \_\_\_\_\_

**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>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>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 2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? SUGAR & CREAM
3. Synchronized service is when: Everyone Served @ the same time
4. What is generally indicated on the name placard other than the name? Table # or Entree choice
5. The Protein on a plate is typically served at what hour on the clock? 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Notify the Kitchen

## Bartenders Test

Score 34 / 35

### Multiple Choice (6 points)

97%

- 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

### Vocabulary (9 points)

Match the word to its definition

C "Straight Up"

F Shaker Tin

I "Neat"

J Muddler

H Strainer

E Jigger

G Bar Mat

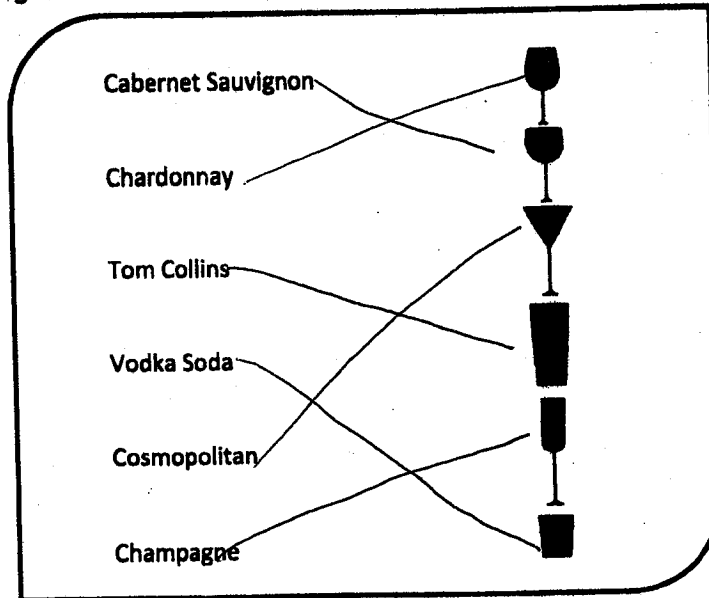
D "Float"

B "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 1/2 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): De Leon, Louis XIV, DW Blue

What are the ingredients in a Manhattan? Whiskey & Vermouth bitters

What are the ingredients in a Cosmopolitan? Vodka, Cran, Lime

What are the ingredients in a Long Island Iced Tea? Vodka, Tequila, Gin, Rum, Coke, Sweet & Sour

What makes a margarita a "Cadillac"? Float of Whiskey grand marnier

What is simple syrup? Liquid 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? Dump the Ice & "Burn" it

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, Lime, Sweet & Sour