

Kimberly George

Knowledgeable Energetic Server

Los Angeles, CA

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Work Experience

Server/Waiter

LS Partners - Los Angeles, CA

May 2017 to Present

Greet customers upon entrance

Present restaurant menus and help customers select food/beverages

Take/serve orders and answer questions or make recommendations for other products

Collaborate with other restaurant servers and kitchen/bar staff

Deal with complaints or problems with a positive attitude

Issue bills and accept payment using MICROS

Lounge Server

Qantas Airlines/Accor Hotels - Los Angeles International Airport, CA

January 2017 to June 2019

Caring for guests in assigned section and assisting others when needed.

Ensure that guests have a seamless experience through excellent communication.

Understanding the needs of guests by ensuring meals and drinks are delivered to their liking all while maintaining the highest levels of food safety.

Lead Food and Beverage

HMSHost - Los Angeles, CA

June 2016 to February 2017

Direct other employees through their daily routines and interact with customers to make sure that they have a satisfactory experience. Act as quality control, ensuring customer satisfaction through training employees properly and adhering to company policy. Ensure employees perform a variety of tasks, from preparing the food, stocking supplies, serving, charging people for their food, handling cash, credit cards, and a cash register, cleaning tables and counters, greeting customers and answering questions.

Office Manager

City of Youth - Los Angeles, CA

November 2014 to January 2017

Assigning and supervising clerical, secretarial, and administrative tasks and responsibilities among the office staff. Executing policy and procedural changes to develop and improve operational efficiency. Liaising with other groups, agencies, and organizations

Server

TGI Friday's - Brea, CA

November 2009 to October 2014

Greet guests at their tables, ensuring that they are comfortably seated. Memorize all menu items to provide exceptional guest service and accommodate customized orders. Suggestively sell drinks, appetizers, entrees, and desserts.

Take orders and deliver food and beverages to guests. Process cash and credit card payments using POS system, providing change to guests when necessary.

Bartender / Expediter

Hook's Pointe - Disneyland Hotel - Anaheim, CA

April 2008 to April 2010

Created and served beverages to 25-100 guests per night. Took and delivered guest's orders.

Inspected chef's orders for accuracy and proper presentation. Utilized Aloha and Tigger systems for bill processing. Maintained restaurant appearance. Filled in for hosts/hostesses when needed.

Education

Certification of Central Service Instrumentation

Glendale Career College - Glendale, CA

March 2014 to January 2015

Associate in Business Administration

Fullerton College - Fullerton, CA

January 2009 to January 2010

Skills

Current CPR Certification 10-Key by touch Able to learn quickly Follow instructions well Reliable and prompt Microsoft Office (Word, Excel, and Power Point) Self- motivated Able to balance cash register Able to work well under pressure Good communication skills Enthusiastic team member General office skills (typing, filing, and phones), Server, POS, Customer Service, MS Office, Word, Microsoft Office, fast learner, Organizational Skills, Powerpoint, Microsoft Excel, training

Certifications/Licenses

ServSafe

Food Handler

TABC

Additional Information

-Completed and Received Central Service Instrument Technician Certificate

-Certified with the Alcohol Beverage Control Department of California

-Proficient in Microsoft Office.

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

97%

Vocabulary (9 points)

Match the word to its definition

C — "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

I — "Neat"

c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

M — Muddler

d.) To pour $\frac{1}{2}$ oz of a liquor on top

B — Strainer

e.) Used to measure the alcohol and mixer for a drink

E — 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"

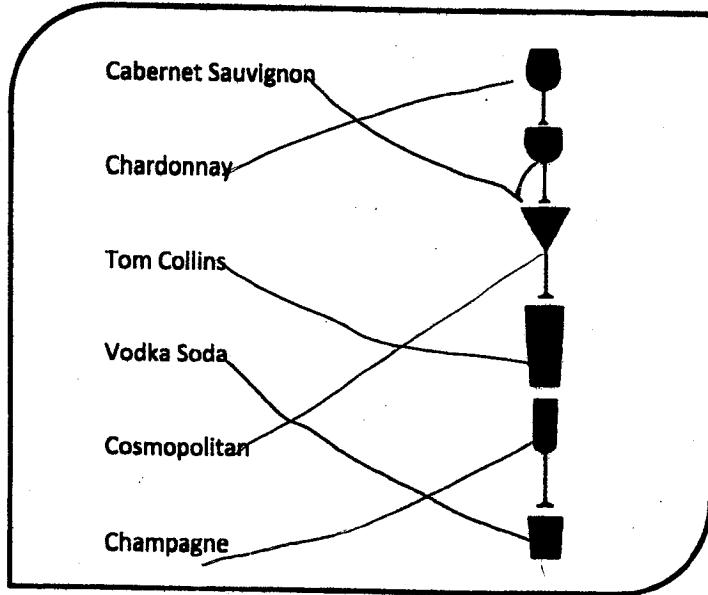
h.) Requesting a separate glass of another drink

H — "Back"

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): Ketel One, Tito's, Buffalo Trace, Botanist

What are the ingredients in a Manhattan? Whiskey, sweet vermouth, cherry juice, bitters

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

What are the ingredients in a Long Island Iced Tea? vodka, rum, whiskey, tequila, gin, sweet sour, coke

What makes a margarita a "Cadillac"? float of grand marnier

What is simple syrup? liquid sugar

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

No, pooling liquor - marrying

What should you do if you break a glass in the ice? melt the ice, get new ice

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

What does it mean when a customer orders their cocktail "dirty"? xtra olive juice and olives

What are the ingredients in a Margarita? tequila, triple sec, sweet sour, ice, shaken

Servers Test

Multiple Choice

A

1) Food is served on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

3
91%

A

Drinks are served on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

C

3) Food and drinks are removed on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

A

4) What part of a glass should you handle at all times?

- The stem
- The widest part of the glass
- The top

D

5) When you are setting a dining room how should you set up your tablecloths?

- Neatly and evenly across the tables
- The creases should all be going in the same directions
- The chairs should be centered and gently touching the table cloth
- All of the above

B

6) If you bring the wrong entrée to a guest what should you do?

- Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
- Try to convince the guests to eat what you brought them
- 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

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E 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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

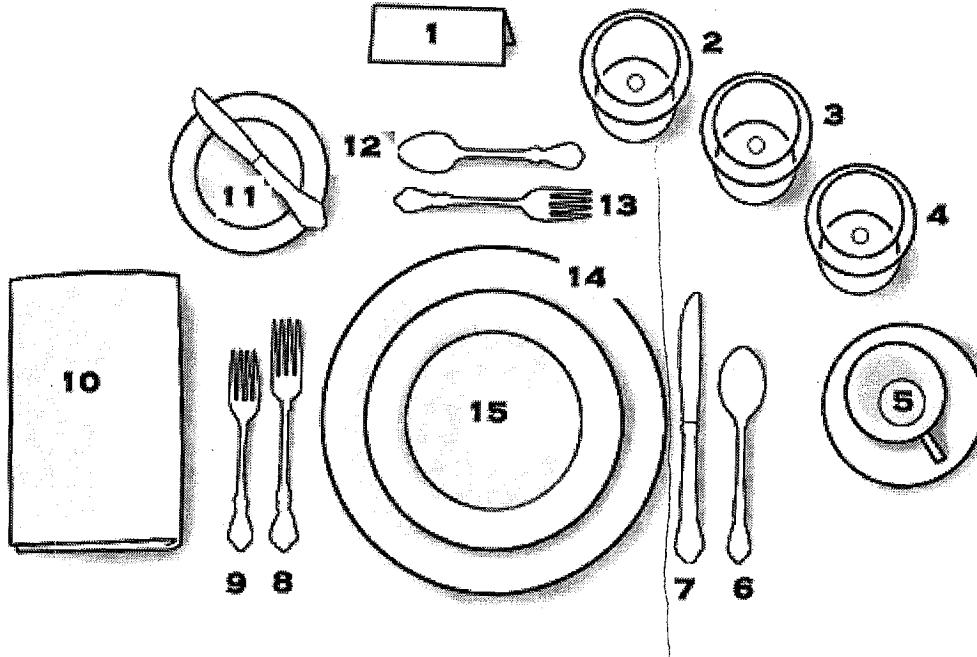
F. Used to open bottles of wine

C Tray Jack

G. Style of dining in which the courses come out one at a time

Name _____
Score / 35

Servers Test



Match the Number to the Correct Vocabulary

- 10 Napkin
- 11 Bread Plate and Knife
- 1 Name Place Card
- 12 Teaspoon
- 13 Dessert Fork
- 16 Soup Spoon
- 15 Salad Plate
- 18 Water Glass

- 8 Dinner Fork
- 5 Tea or Coffee Cup and Saucer
- 7 Dinner Knife
- 3 Wine Glass (Red)
- 9 Salad Fork
- 11 Service Plate
- 4 Wine Glass (White)

Fill in the Blank

1. The utensils are placed up in 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: all food for each guest comes out together
4. What is generally indicated on the name placard other than the name? table number
5. The Protein on a plate is typically served at what hour on the clock? 6 facing the guest
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
notice & expo