

NATALIE KOZLOWSKI

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Summary

Responsible bartender skilled at making custom drinks and maximizing business revenues with top-notch service. Work well with team members to meet all customer needs in fast-paced environments. Good money handling, problem-solving and time management abilities.

Skills

- Relationship management
- High-volume dining
- Bussing expertise
- Service prioritization
- Dining customer service
- Table setting arrangements
- Effective customer upselling
- Price memorization
- Alcohol knowledge
- Menu knowledge/memorization
- Quality control
- Conflict and dispute resolution
- Prompt table clearance
- Liquor, wine and food service
- Point of Sale (POS) system operations
- Check payment processing
- Quick learner
- Product knowledge
- Social skills
- Effective sales techniques
- Hair artistry professional
- Familiar with relaxers
- Razor cutting expert
- Innovative hairstyling techniques
- Cosmetology principles knowledge
- Team player
- Outstanding customer service
- Inventory maintenance
- Customer service-oriented

Experience

VIP Bottle Service Waitress | Galla Park - Cincinnati, Ohio | 08/2018 - 08/2019

- Addressed any concerns or complaints quickly to promote customer happiness and escalated more advanced issues to management for resolution
- Completed thorough and accurate opening and closing duties to facilitate smooth nightlife operations
- Communicated with managers and promoters to verify appropriate and adequate accommodations for larger parties
- Calculated charges, issued table checks and collected payments from customers
- Arranged each place setting attractively and verified all items were clean and free from water spots
- Reviewed identification for patrons before serving alcoholic drinks
- Kept tables neat, cleared away dirty dishes, wiped down surfaces and refreshed glasses
- Prepared both alcoholic and non-alcoholic beverages as specified by patrons, consistently delivering to tables or bar without spillage
- Processed customers' payments and provided receipts
- Updated repeat customers on menu changes and updates to maintain quality service relationships
- Provided onsite training
- Protected company reputation and built loyal client base by working relentlessly to resolve problems and improve customer satisfaction

Server/Bartender | Sammys Craft Burgers And Beer - Cincinnati, OH | 12/2018 - 08/2019

- Discussed alternative selections with chef for guests with food allergies or gluten-free requests

- Managed closing duties, including restocking items and reconciling cash drawer
- Operated POS terminals to input orders, split bills and calculate totals
- Communicated effectively with kitchen staff regarding customer allergies, dietary needs and other special requests
- Satisfied customers by keeping drinks topped off and anticipating needs such as condiments and extra napkins
- Promoted desserts, appetizers and specialty drinks
- Completed opening and closing checklists, including emptying trash, safeguarding alcohol and polishing silverware
- Maintained table settings by removing courses, replacing utensils and refilling beverages promptly
- Educated guests on daily specials and menu offerings such as appetizers, entrees and desserts
- Assisted individuals in selecting meal options, including entrees and desserts and recommended alternative items for those with food allergies and gluten intolerances

Server | Hooters - Newport, KY | 01/2018 - 01/2019

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Stylist | Great Clips - Cincinnati, OH | 04/2015 - 12/2017

- Cut and styled natural, artificial, colored or textured hair
- Evaluated client hair type, condition and desired outcome to determine ideal services
- Recommended hair styles to compliment clients' facial features and coloring
- Backed up reception desk by answering phones, scheduling appointments and processing payments
- Evaluated each client's hair, roots and physical features to determine ideal style and cut plans
- Kept notes listing preferences and services provided to clients for quick reference
- Treated customers to extra services such as shampooing and head massage to promote loyalty
- Collected payment from customers and scheduled next appointments
- Maintained updated knowledge of industry products, including chemical composition, structure and properties
- Fostered clean and sanitary work environment to protect customers and staff from infection
- Recommended styles and treatments based on clients' needs and appearances
- Kept work area clean and neat to stay productive

Retail Sales Associate | Pacsun - Cincinnati, OH | 09/2014 - 05/2018

- Generated brand awareness and positive product impressions to increase sales
- Provided every customer with professional and polite support for sales and service needs
- Worked with off-site locations to find desired items for customers
- Initiated friendly conversation with each customer to determine level of assistance required
- Supported managers with organizing the store
- Handled price checks, merchandise transfers and fitting room returns to keep store orderly and efficient
- Welcomed customers, offered to help locate items and suggested merchandise without being intrusive or pushy
- Built customer loyalty by meeting the product needs of customers

concerns

- Answered questions about current promotions and resolved issues according to store policies
- Completed all assigned training to stay updated on important policies and procedures
- Calculated pricing, scanned tags, applied discounts, collected payment and offered receipts to process transactions
- Counted cash, made change and stored coupons to keep organized and balanced cash register drawer
- Drove sales by successfully employing strategies such as upselling and cross-selling

Education and Training

University of Cincinnati | Cincinnati, OH | Expected in 12/2020

Bachelor of Arts: Psychology

Websites, Portfolios, Profiles

- <https://www.instagram.com/natalienicolek/>

Multiple Choice

- B. 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

3
91/100

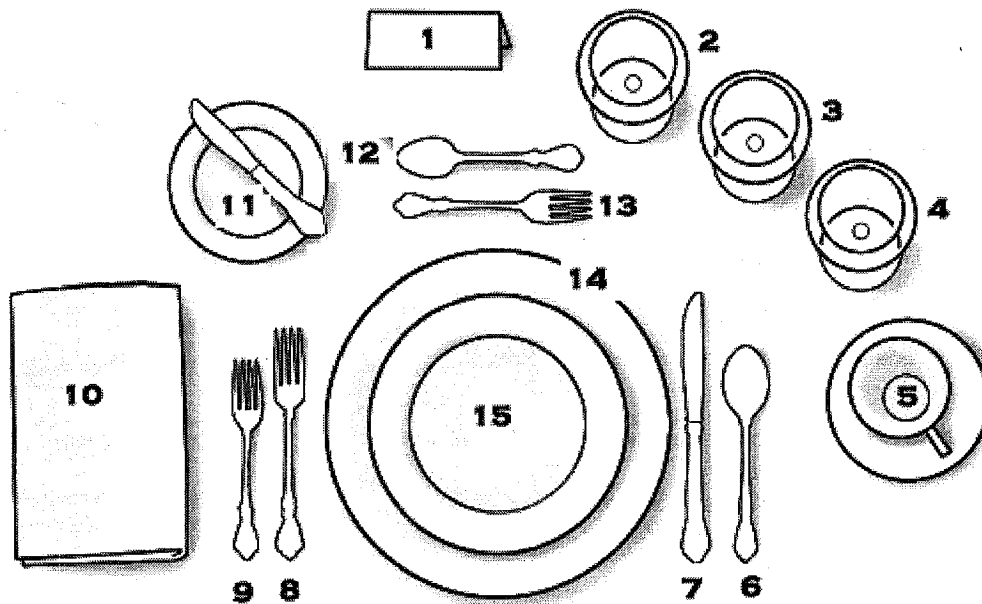
Match the Correct Vocabulary

- | | |
|------------------------------|--|
| <u>D.</u> 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) |
| <u>A.</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| B. 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>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>15</u> | Tea or Coffee Cup and Saucer |
| <u>1</u> | Name Place Card | <u>17</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

- The utensils are placed 1-2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? milk & sweetener
- Synchronized service is when: everyone is served at the same time.
- What is generally indicated on the name placard other than the name? who exactly the person is & a name
- The Protein on a plate is typically served at what hour on the clock? 1:30?
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
inform the kitchen so it is out at the correct time.

Bartenders Test

Score 29 / 35

Multiple Choice (6 points)

- C. 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
- E. 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"

A. Muddler

B. Strainer

J. Jigger

G. Bar Mat

D. "Float"

H. "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

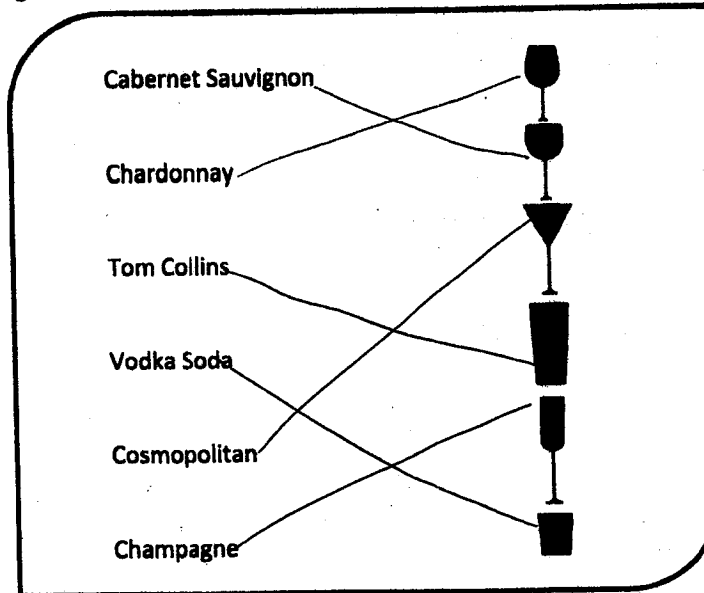
g.) Used on the bar top to gather spills

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):

Grey goose, 1942, Belvedere

What are the ingredients in a Manhattan?

bourbon, muddled cherry + orange? bitters

What are the ingredients in a Cosmopolitan?

Vodka, cran, lime juice, triple sec

What are the ingredients in a Long Island Iced Tea?

Vodka, rum, gin, tequila, pernil, coke, triple sec, whelan

What makes a margarita a "Cadillac"?

Not sure... GRAN MARNER

What is simple syrup?

A sweetener for drinks/shots 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?

take all the ice out/melt it, clean it out & get new ice.

When is it OK to have an alcoholic beverage while working?

no

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

w/ice?

What are the ingredients in a Margarita?

Vodka, margarita mix, sugar or salt on rim + a lime