

Noemi Rodriguez

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EDUCATION

Pierce College – AA Social and Behavioral Science, AS-T Business Administration, Marketing Certificate.

California State University, Northridge –Bachelor of Science in Marketing.

PROFESSIONAL EXPERIENCE

Bartender – Lala's Argentine Grill, Studio City, CA

- Completed all tasks mentioned directly below effectively and efficiently.
- Attend to all guests needs starting with drinks to their meal. Experience in recommending dishes and up selling.
- Mixed specialty drinks including blended, shaken, and poured. Knowledge in major beers and wine. Provided excellent service to accommodate customers.

Server– Café de Olla, Burbank, CA Jun 2016 – Jul 2018

- Communicated with kitchen staff, management, serving staff, and customers to ensure dining details were handled properly and guest concerns promptly addressed.
- Walk through during service to ensure guest satisfaction and advise servers/bussing staff of specific

service needs by inspecting dining room for cleanliness, proper supply levels, and required staffing.

- Prepare dining silverware with table cloth 'Café de Olla style' pre, during and post shift.

Server/Hostess – Saddle Ranch, Universal City, CA Nov 2014 – May 2016

- Coordinated with staff members to ensure the availability of best service towards guests and accurately communicated patrons' orders to kitchen staff and entered orders into POS systems to
- facilitate billing.

- Set tables for meals by setting up linens, silverware, and glassware, and by removing used or dirty

dishes and glasses from tables and counters.

- Arrange seating assignments prior to service and present plan to restaurant during pre-shift meeting.

Server– Galaxy Restaurant, Yonkers, NY Oct 2010 – Aug 2013

- Greet and acknowledge guests and seat patrons by escorting them to assigned table, or communicate delays and offer additional services such as beverages to keep them occupied while waiting.

- Present menus, create personal dining experience, answer questions, and offer information on menu items, beverages, and specials.

- Followed up with diners throughout service to ensure food was prepared to their satisfaction and address additional requests or needs.

SUMMARY OF QUALIFICATIONS

- Background includes experience and training in retail procedures; opening and closing; quality customer service; multi-tasking with high pace/pressure working environment; problem solving; cash control; clerical support; Hiring and training staff, dinner service planning, experience with computers (Internet, Windows/Mac OS, Microsoft Office: Word, Excel and Power Point).
- CTEC Certified and Appointed Life & Health Insurance Agent as of 2015.
- Bilingual in English/Spanish; Proficient inter-personal communication skills; coachable and adaptable quick to learn new tasks; hard working; dependent and reliable.

AFFILIATED ORGANIZATIONS

- Experience with facilitating groups of people to build an environment for counseling, advisement on trauma as a certified facilitator for Non-Profit Organization Yes-I-can.
- Volunteer regularly at Project Angel Food Soup's kitchen helping seat and greet.
- Coordinator for FFYIA Non-profit organization producing/monitoring biannual fundraisers from ground up.
- Former Business Club Vice President at LAVC; involved in raising money from 2016-2017

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

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

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

1 "Neat"

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

2 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

n "Back"

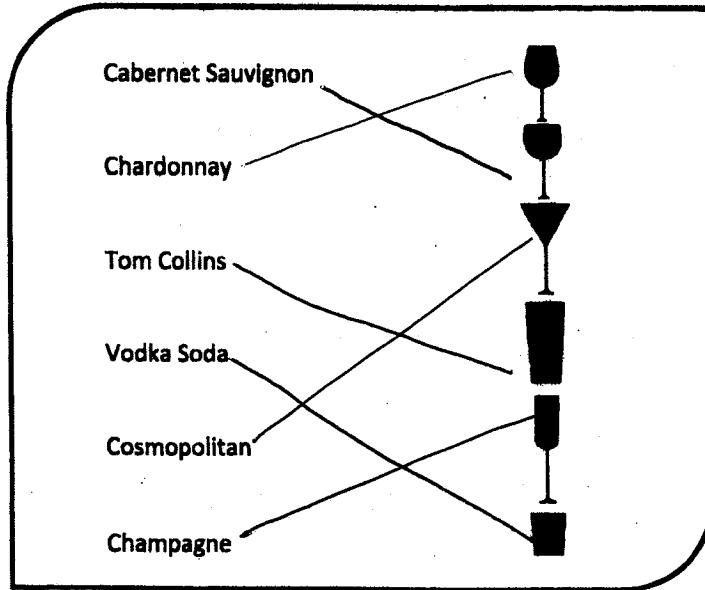
i.) Means to serve spirit room temperature in a rocks glass with no ice

100%

It wakes you up since
it is a stimulant,

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): Potron, Johnnie Walker, makers

What are the ingredients in a Manhattan? Whiskey, S. Vermouth, bitters

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

What are the ingredients in a Long Island Iced Tea? Vodka, Gin, rum, triple sec, tequila

What makes a margarita a "Cadillac"? Grand Marnier liquor

What is simple syrup? 1 part Sugar 1 part Water

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

Massing, and NO it is NOT.

What should you do if you break a glass in the ice? Wash Use Grenadine: Mark an X.

When is it OK to have an alcoholic beverage while working? No!

What does it mean when a customer orders their cocktail "dirty"? W/ Olive juice

What are the ingredients in a Margarita? Tequila, Lime juice, Simple Syrup

Servers Test

Multiple Choice

- 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) 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
- 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
- 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
- 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
- 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 dinning 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

100%

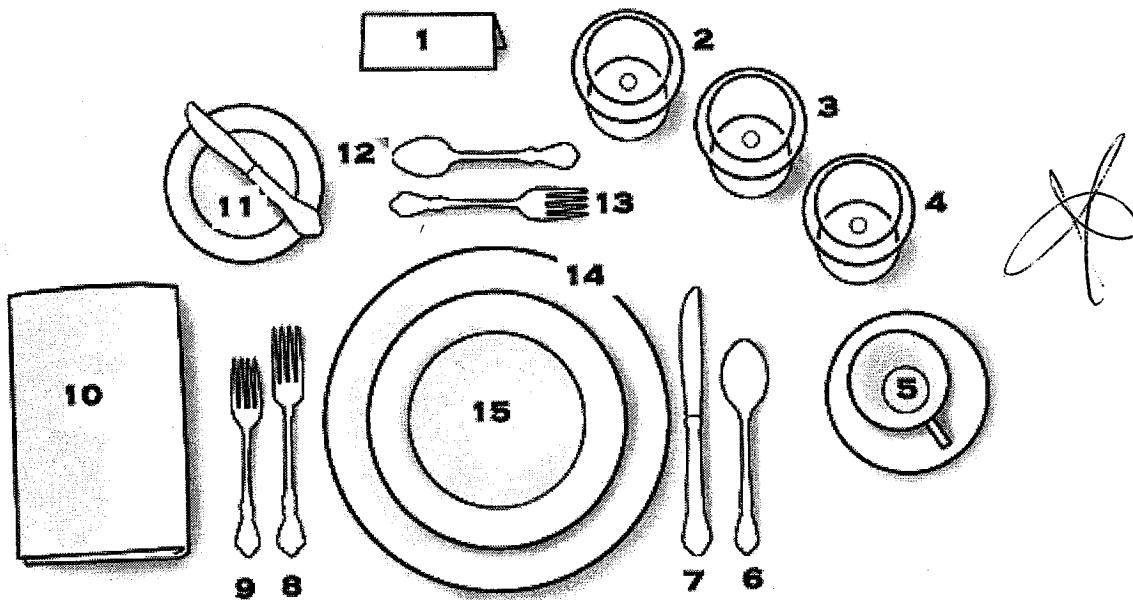
Match the Correct Vocabulary

- D Scullery
- E Queen Mary
- F Chaffing Dish
- G French Passing
- H Russian Service
- I Corkscrew
- J Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
- 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)
- C. Used to hold a large tray on the dining floor
- D. Area for dirty dishware and glasses
- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- F. Used to open bottles of wine
- G. Style of dining in which the courses come out one at a time

Name Noemi Rodriguez 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>2</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>10</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 _____ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? milk, hot water, sugar.
3. Synchronized service is when: known as Ballet Service (All come out together)
4. What is generally indicated on the name placard other than the name? Table # (allergies)
5. The Protein on a plate is typically served at what hour on the clock? 6 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? tell the chef.

