

B.J. GROGAN

Server/Bartender/Manager

323 463-5382

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BROUSARDS - NEW ORLEANS, LA 504 581-3866

Captain Server July 5, 2016 - May 28, 2017

Lead team of three servers. Greet guests and offer cocktails or wine. Inform them of daily specials and answer questions on the menu. Present and serve wine. Take orders and relay to front server. Keep contact and insure quality of food, wine and service. Offer desserts, coffee drinks and after dinner cocktails. Prepare Banana Foster at table side. Prepare check, deliver to guest and take payment.

CAFE SOULE - NEW ORLEANS, LA 504 304-4636

Day Supervisor/Bartender/Server February 2015 - June 2016

Prepare the restaurant for opening. Bring bank from office to cash register, count money and verify amounts. Set up bar. Check schedules, account for all employees. Check in food and liquor orders. Take reservations. Fill out daily inventory and side work reports. Count and verify all cash sales at the end of shift. Report problems/information to GM.

THE FLAMING TORCH - NEW ORLEANS, LA 504 895-0900

Server/Bartender December 2007 - January 2015

See responsibilities listed above. Train new servers and bartenders.

MARMALADE CAFE - LOS ANGELES, CA 323 954-0088

Server/Bartender December 2004 - November 2007

See responsibilities for The Flaming Torch.

ADDITIONAL SKILLS

Have worked in high volume and fine dining. Highly organized, dedicated and professional. Great people skills. Very reliable with strong work ethic. Experienced with Micros, Aloha, Future and IBM POS systems. Prepare Banana Foster table side.

REFERENCES

Charley Daroca - Partner, Antoinettes 504 415-6516 Angela Berry, GM, Cafe Soule 504 444-9596
Zoreh Kheleggi - Owner, The Flaming Torch. 504 442-2169 Vaughn Schmitt - Owner, Creole
Country Sausage Factory 504 451-9807

Name B.T. Grogan

Servers Test

Score 35 / 35

Multiple Choice

100%

- 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
- 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

Match the Correct Vocabulary

D Scullery

E Queen Mary

A Chaffing Dish

B French Passing

G Russian Service

F Corkscrew

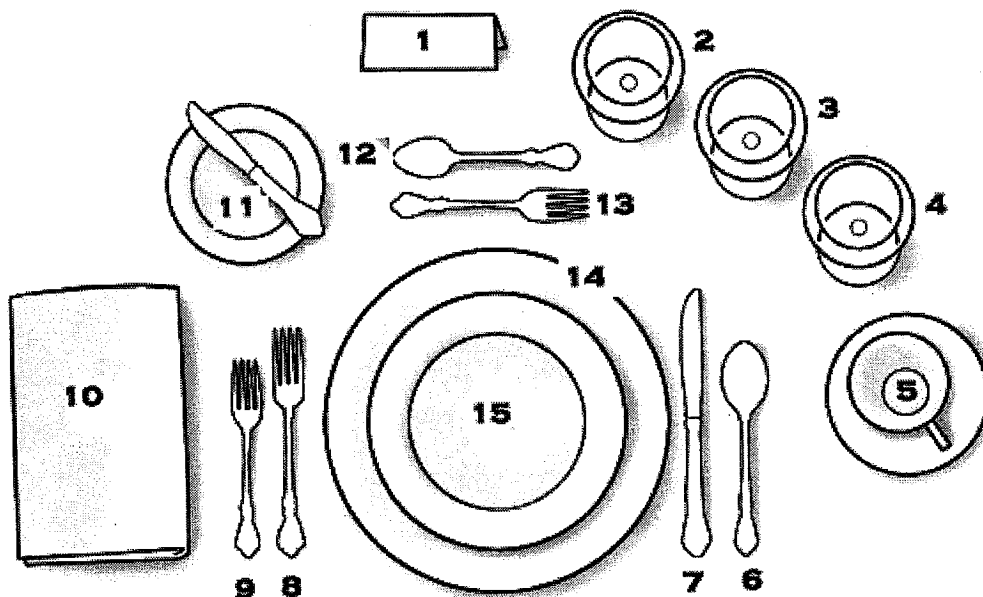
E Tray Jack

- 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 B.J. Grogan

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

- The utensils are placed $\frac{1}{2}$ - 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream, Sweetener, Lemon
- Synchronized service is when: All Servers Deliver & Pick up plates at the same time.
- What is generally indicated on the name placard other than the name? Company
- The Protein on a plate is typically served at what hour on the clock? 3 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Tell the Chef

Bartenders Test

Score 23 / 35

Multiple Choice (6 points)

- C 1) Carbonation C 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

94/100

Vocabulary (9 points)

Match the word to its definition

C "Straight Up"

E Shaker Tin

L "Neat"

A Muddler

B Strainer

E Jigger

G Bar Mat

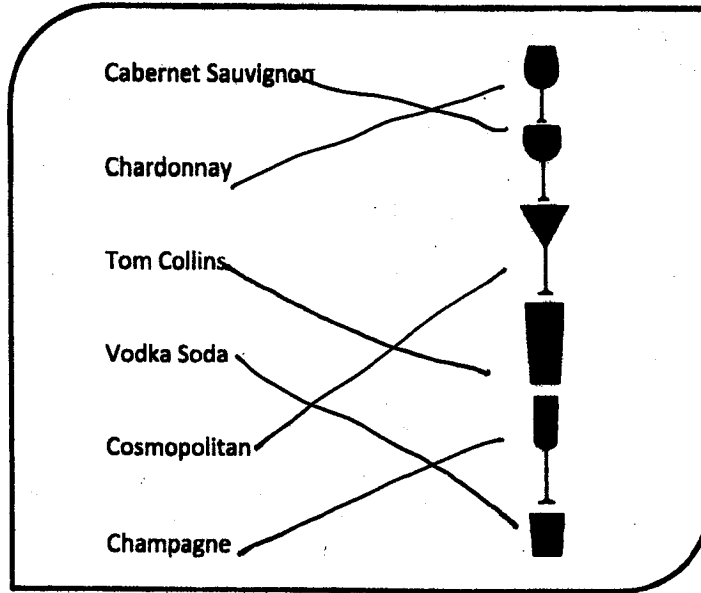
D "Float"

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): ketel one, MacCallen, Boodles

1/2 What are the ingredients in a Manhattan? Bourbon + Sweet Vermouth + Bitters

1/2 What are the ingredients in a Cosmopolitan? Vodka, Lime, Cranberry Juice, Triple Sec

What are the ingredients in a Long Island Iced Tea? Vodka, Gin, Tequila, Rum, Splash Coke
Sweeten with lemon

What makes a margarita a "Cadillac"? Grand Marnier

What is simple syrup? Sugar water

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

It is NOT legal, it's called MARRYING

What should you do if you break a glass in the ice? Throw out the ice

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

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

What are the ingredients in a Margarita? tequila, Lime Juice, Triple Sec