

Kurt Allen

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EXPERIENCE

A.M.S. Clothing, Los Angeles — Stockroom Supervisor

August 2018 - October 2019

Organizing warehouse, sales, customer service, inventory.

Neuehouse, Los Angeles — Event Captain and Event Barback

July 2016 - June 2018

Captain: Coordinate with sales team and outline event procedures. I.e. Run of show, food service, beverage service, music, lighting, and temperature to ensure client satisfaction. As well as acting as a liaison to expedite any changes during the event. I.e. Longer run of show, extra food or beverage etc.

Barback: Stock glassware, juice/mixers, alcohol, trash cans, replace or wash glassware, empty trash cans and overall make sure the bartenders have what they need.

The Counter at Neuehouse, Los Angeles — Barista

September 2015 - June 2016

Prepare espresso, coffee, tea drinks, open/close drawer, serve food and clean dishes.

Local, Los Angeles — Barista/ Server

February 2011 - May 2013

Prepare espresso, coffee, and tea drinks. Open/close drawer, table service and serve food.

Casbah Cafe, Los Angeles — Barista

September 2009 - June 2010

Prepare espresso, coffee, tea drinks. Open/close drawer, serve food, clean dishes.

The Sharper Image, Irvine — Stock Supervisor/ Sales

September 2005 - June 2007

Maintain store, unload and scan in new merchandise, floor sales.

SKILLS

A highly adaptable, professional, with a quick ability to learn and thrive in high volume situations while remaining amiable.

EDUCATION

San Francisco State University
BA Jazz Performance
2002-2004

Cal State Fullerton
BA Jazz Performance
2005

PROJECTS

Voxhaul Broadcast
Band formed in 2005 and disbanded in 2014. Music placed in "The Vow," "Friday Night Lights," "The Walking Dead." etc.

Name

Zurt Allen

Servers Test

Score 27 / 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

A

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

-8
79/1

Match the Correct Vocabulary

D

Scully

C

Queen Mary

A

Chaffing Dish

B

French Passing

B

Russian Service

F

Corkscrew

E

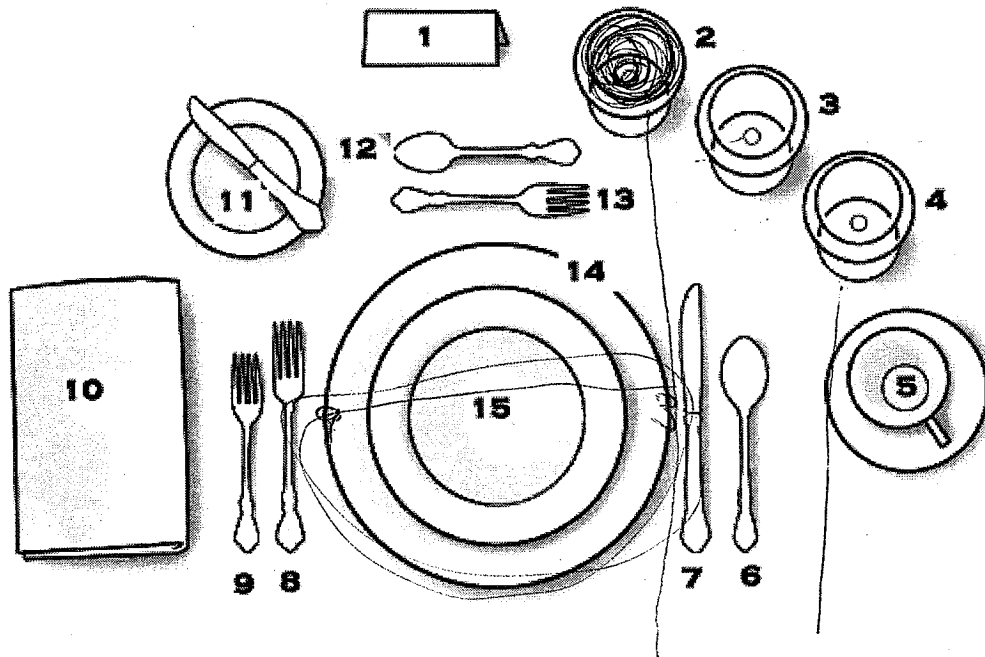
Tray Jack

- 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 _____

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> X | 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> X | Wine Glass (White) |
| <u>4</u> X | Water Glass | | |

Fill in the Blank

- The utensils are placed 1 ~~X~~ inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Milk, Sugar etc
- Synchronized service is when: All courses come at at once
- What is generally indicated on the name placard other than the name? Profession
- ☒ The Protein on a plate is typically served at what hour on the clock? 6:00
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Inform the Kitchen
check with the

Barista Test

Score 11 / 15

-4
73%

C 1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?
a) 20 minutes
b) 30 minutes
c) 60 minutes

B 2) What are the basic ingredients of a Latte?
a) Milk, Espresso, Whipped Cream
b) Espresso, Steamed Milk
c) Water, Espresso, and Foam

A 3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?
a) 2 minutes
b) 4 minutes
c) 5 minutes

C 4) When steaming milk for a beverage, what temperature should you steam the milk to?
a) 150-160 degrees
b) 190-200 degrees
c) 120-130 degrees

A 5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?
a) 8 seconds
b) 20 seconds
c) 10 seconds

B 6) What do you do if a customer says their latte does not taste like there is espresso in it?
a) Tell them you made the drink according to the recipe so it should be fine
b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
c) Apologize to the customer and remake their drink according to standards
d) Walk away and have another barista remake their drink

B 7) You can re-steam milk _____?
a) Only Once
b) Never
c) Sometimes
d) Always

C 8) What is the proper ratio of coffee grounds to water?
a) 2 Tablespoons coffee to 6oz water
b) 2 Tablespoons coffee to 8oz water
c) 1 Tablespoon coffee to 6oz water
d) 2 Teaspoons coffee to 8oz water

C 9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?
a) Make their drink with regular milk and hope they do not notice
b) Apologize and ask the customer to come back tomorrow
c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
d) Inform your manager we are out of soy