

Brittany Byers

Server, Bartender

Communicative worker dedicated to going above and beyond to create unforgettable guest experiences. Establish rapport with management and staff through quality of service and personal interaction. Offering 6 years of experience serving dinner guests at a variety of restaurants, including fine dining.

Work History

2015-01 -

Hennessey's Tavern

2016-09

Ericia Alvarado, Manhattan Beach, CA

- Worked efficiently in a fast-paced, high-volume establishment
- Opening and closing duties
- Extensive menu knowledge in a full service bar
- Independently served large private parties

2011-05 -

Thai Dishes on Broadway

2012-12

Thai Dishes, Santa Monica, CA

- Developed unique drink and cocktail offerings on monthly basis as part of seasonal offerings
- Organized bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands
- Applied excellent organizational and multitasking abilities to handle simultaneous customer, team and business needs while avoiding unnecessary delays or errors
- Maintained secure cash drawers, promptly resolving discrepancies for accuracy

2009-02 -

The Raven Cafe

2011-04

Louis Ledbetter, Port Huron, MI

- Prepared beverages and filled food orders for customers
- Maintained highest sales for the evening shift
- Enhanced operational efficiency by using slow

Contact

Address

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Los Angeles, CA, 90068

Phone

(424) 317-1438

E-mail

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Skills

Well-versed in mixing soda, liquor, sugar, and bitters

Excellent communication, customer service skills and attitude.



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

a 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"

E Shaker Tin

I "Neat"

a Muddler

b Strainer

e Jigger

g Bar Mat

d "Float"

b "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 $\frac{1}{2}$ 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

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

Match the Correct Vocabulary

D Scullery

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

A 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)

E Chaffing Dish

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

B French Passing

- D. Area for dirty dishware and glasses

G B Russian Service

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

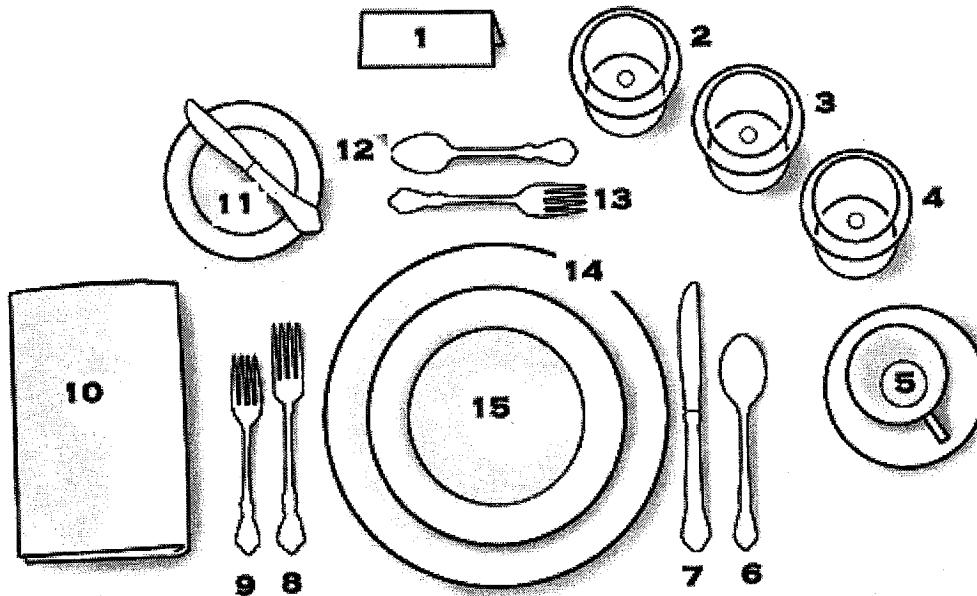
F Corkscrew

- F. Used to open bottles of wine

C Tray Jack

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

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>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

1. The utensils are placed 2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? dessert
3. Synchronized service is when: _____
4. What is generally indicated on the name placard other than the name? Business
5. The Protein on a plate is typically served at what hour on the clock? 7
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Check with the kitchen