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Thurs e 11th
11/7

Objective:

Meticulous and service driven individual with a phenomenal customer service offering stellar experiences in casual and fine dining establishments. Fast paced worker who always goes the extra mile to sell more and keep customers satisfied. Well-versed in craft cocktails and maintaining regular clientele.

Highlights:

- Experience in stocking and ordering liquor
- Mastery of classic cocktail creations
- Excels at upselling
- Collaborative team player
- Friendly and enthusiastic
- Ability to garnish and mix drinks in a timely manner
- Knowledge in balancing cash drawer
- Vast knowledge of wines and spirits

Work History:

Steamhouse Lounge (Midtown)

02/2019- Present

- Cut lemons, limes, and oranges for garnishes
- Knowledge of cognacs, bourbons, and whiskeys
- Clean and organize bar and restock spirits, beer and wine

Front Page News (Midtown and Moreland location) – Bartender

10/2016- 02/2019

- Greet customers in a timely manner
- Suggest craft cocktail and pair beers with suggested meals
- Consistently keep bar and work areas clean and up to health inspection standards
- Count and balance cash drawer

Papi's Cuban and Caribbean Grill (Emory Point) – Server/Bartender

12/2017- 05/2017

- Create new cocktails to match the theme and feel of the restaurant
- Prepared fruit garnishes throughout the day
- Operated POS system and cash drawer

Big Chow Grill - Bartender

01/2011-10-2016

- Take drink orders directly from staffs or patrons
- Mix ingredients such as mixers, bitters, sugar, or water to drinks
- Ordering of liquor and supplies

References:

Available upon request.

Name Ilisha Williams

Servers Test

Score / 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
- 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
- A 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

- | | | |
|-----------------------|-----------------|---|
| <u>D</u> A | Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> B | 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> C | Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>G</u> D | French Passing | D. Area for dirty dishware and glasses |
| <u>B</u> E | Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> F | Corkscrew | F. Used to open bottles of wine |
| <u>C</u> G | Tray Jack | G. Style of dining in which the courses come out one at a time |