

29 Mar 11/18

# Elvin Brown

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901-643-3328

Would like to utilize my over 20 years of customer service experience to become a team member for your company.

I am interested in leveraging my skills for this position

- exceptional customer service experience
- years of food and beverage knowledge
- training in safety and customer anticipation

## Work Experience

### **Flight Attendant**

Endeavor Air - New York, NY

September 2017 to Present

- to ensure safety and comfort of guest
- serve food and beverage to guest
- complete safety checks before each flight

### **Banquet Server**

Whispering Woods Hotel - Olive Branch, MS

March 2016 to September 2017

- serve food and beverage to guest
- complete nightly side work
- come to work in proper uniform

### **Banquet Server**

Big Momma and Granny Cooperate Catering - Memphis, TN

December 2015 to September 2017

- serve food and beverage in a timely manner
- complete after event side work
- knowledge of wines

### **Restaurant Shift Manager**

Bass Pro Shops - Memphis, TN

July 2013 to December 2015

- order supplies and food for restaurant
- do employee payroll
- weekly inventory

### **Flight Attendant**

United Airlines - Los Angeles, CA

April 2013 to June 2015

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**SUMMARY:**

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**EXPERIENCE:**

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**Banquet Server -- Big Momma and Granny Cooperate Catering, Memphis, Tennessee**

December 2015 – Sept 2017

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**Restaurant Shift Manager -- Bass Pro Shops, Memphis, Tennessee**

July 2013 - December 2015

- order supplies and food for restaurant
- do employee payroll
- weekly inventory

**Flight Attendant -- United Airlines, Los Angeles, Ca**

April 2013- June 2015

- check safety equipment before each flight
- serve food and beverage in a timely manner
- ensure safety and comfort for each passenger

**Shift Manager -- Horseshoe Casino, Tunica, Mississippi**

January 2010 - April 2013

- weekly inventory
- count cash drawers before each shift
- employee payroll

**Banquet Server -- Westin Hotels, Memphis, Tennessee**

March 2007 - January 2010

- complete daily side work
- serve food and beverage to guest
- knowledge of product serving

**MEMBERSHIPS & AFFILIATIONS:**

**Vice President -- Youth Villages, Memphis, Tennessee**

September 2000 - September 2001

- help with troubled youth
- assistance in finding emotional help
- assisted in empowerment programs

**AWARDS & HONORS:**

Who's Who in Journalism

NBC Broadcasting

- received award after two years of broadcasting

**SKILLS:**

- training on various aircraft
- extensive knowledge of wines
- CPR certified 1987

**EDUCATION:**

Broadcast Journalism -- University of Memphis, Memphis, Tennessee

September 1980 - September, 1985

References available upon request

Multiple Choice (1 point each)

D 1) A gallon is equal to \_\_\_\_\_ ounces

a. 56

b. 145

c. 32

d. 128

C 2) Mesclun are what type of vegetable?

a. Roots

b. Beans

c. Salad Greens

d. Spices

A 3) What does the term braise mean?

a. Sear quickly on both sides

b. Slowly cook in covered pan with little liquid

c. Cook on high heat and quickly

d. Slowly cook in simmering water

TB 4) At what internal temperature must chicken be cooked so that it is safe to eat?

a. 155 degrees F

b. 165 degrees F

c. 175 degrees F

d. 185 degrees F

C 5) How do you blanche vegetables?

a. Immerse for a short time in boiling water

b. Cook lightly in butter over med heat

c. Soak in cold water overnight

d. Rub with salt before cooking

C 6) Which of the following ingredients would you pack before measuring?

a. Olive Oil

b. Salt

c. Brown Sugar

d. White Sugar

A 7) What is Al Dente?

a. Firm but not hard

b. Soft to the touch

c. Very hard

d. Very soft

A 8) Food should be left out no more than

a. 2 hours

b. 3 hours

c. 4 hours

d. 5 hours

A 17) What is a Julien cut?

- a. Food cut into long thin strips, matchstick
- b. Food cut into long thin strips then turned and cut into a 1/8" dice
- c. Food diced into finely chopped and uniform pieces
- d. Cutting and peeling into oblong seven sided football like shapes

A 18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.

- a. Sweat
- b. Boil
- c. Roast
- d. Grill

Fill-in the Blank (1 point each)

19) VINEGAR & \_\_\_\_\_ are the basic seasoning ingredients for all savory recipes.

20) \_\_\_\_\_ : to cut into very small pieces when uniformity of size and shape is not important.

## 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

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 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

E Queen Mary

A Chaffing Dish

G French Passing

R Russian Service

F Corkscrew

C 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

## Bartenders Test

Score / 35

### 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

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

### Vocabulary (9 points)

Match the word to its definition

C "Straight Up"

- a.) Used to crush fruits and herbs for craft cocktail making

B Shaker Tin

- b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

I "Neat"

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

A Muddler

- d.) To pour 1/2 oz of a liquor on top

F 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

H "Back"

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