

Michael Patterson

347-465-2381

michaelp64@gmail.com

2016-Present

Toth Staffing, Executive waiter
Restaurant Associate, Corporate Conference waiter- NIKE
Flik, Corporate Conference waiter-Davis Polk, Debevoise
Dish Food and Events, Waiter, Bartender
Exquisite Staffing, Waiter, Cipranni

2013-2016

APE catering, **Waiter**, Houston, TX
Seed floral culture, **Driver and Production**, Hollywood, CA
Hidden Garden floral design, **Driver and Production**, Los Angeles, CA
The Bloom Room Floral Design and Décor, **Driver and Production**. Houston, TX

2011-2013

The Alley Theatre/ **Bartender**
Rosemary's Catering/ **Captain**
Coronado Club. Houston/ **Waiter**
Holiday Inn Beaumont, TX **Assistant Banquet Manager**

2006-2011

Universal Studios Hollywood/ **Waiter**
Montclair Staffing/ **Waiter, Bartender**
Devoted Catering by Amiee Alan/ **Bartender, Waiter**

2000-2006

The California Club / **Waiter**
Madeline's Catering, NY / **Bartender- Waiter, Captain**
Cipriani Restaurant/Catering, NY/ **Waiter**

1990's Catering, Hotel

Work of Art Catering / Event Planner / **Bartender – Waiter**
Sutter Street House / Event Planner/Catering / **Bartender - Waiter**
Claremont Hotel and Resort / **Banquet Waiter**
The Biltmore Hotel / **Guest Service Agent, PBX**
Weston Bonaventure Hotel / **Guest Service Agent, PBX**
Santa Clara Weston Hotel & Convention Center / **Guest Service Agent/ PBX / Banquet Server**
The Marriott Hotel-San Francisco Airport / **Graveyard Room Service Attendant**

EDUCATION: New College of California, San Francisco: Major: Social History, Bachelors of Arts
American Conservatory Theater, San Francisco: Major: Acting

I have over 12 years in hospitality industry working for both Hotels and Private Catering companies. Experienced working with large and intimate functions including French Service and Meat Carving. Floral Design and Event experience. Driver and Set up and breakdown crew. I was responsible for the delivery of flowers and other décor items to set for weddings and other events.

Administrative Skills: Alphabetic & numeric filing, faxing, data entry, light typing, shipping and receiving, proficient knowledge of Microsoft Windows, Mac, Word, Excel, Outlook, & Internet Explorer, SAP, A/P experience using Oracle. **Telephone Management:** Experience handling multi-line phones and experience with various PBX operation systems including Avaya/Lucent Technologies. **Property Management** experience working with Touchcom/One Facility and Angus work order systems.

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**THE SERVICE
COMPANIES**

SERVICE. ABOVE ALL

Name Michael Patterson

Servers Test

Score 31/35

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
- 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
- d 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
- 10 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
- 4 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

94%
-1 97%

Match the Correct Vocabulary

D Scullery

E Queen Mary

A Chaffing Dish

B French Passing

G 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)
- X 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
- X Used to open bottles of wine
- G. Style of dining in which the courses come out one at a time



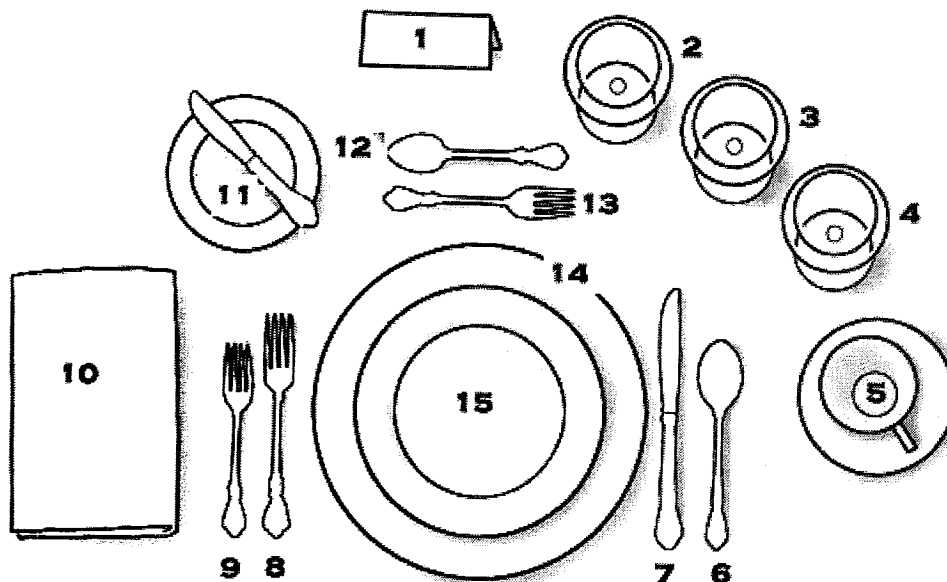
THE SERVICE
COMPANIES

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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 1 inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Dessert - cream - sugar
- Synchronized service is when: we all serve the same table at the same time
- What is generally indicated on the name placard other than the name? Dietary needs - or what there are eating
- The Protein on a plate is typically served at what hour on the clock? chef choice - (6)
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
go to the kitchen & ask Expo for it.



Multiple Choice (6 points)

1) Carbonation _____ the rate of intoxication.

- a) Slows down
- b) Speeds up
- c) Does nothing to

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

3) You can accept an expired ID as long as all other information is correct.

- a) True
- b) False

4) If someone has had too much to drink, serving them coffee will help sober them up.

- a) True
- b) False

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

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

I "Straight Up"

F Shaker Tin

C "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

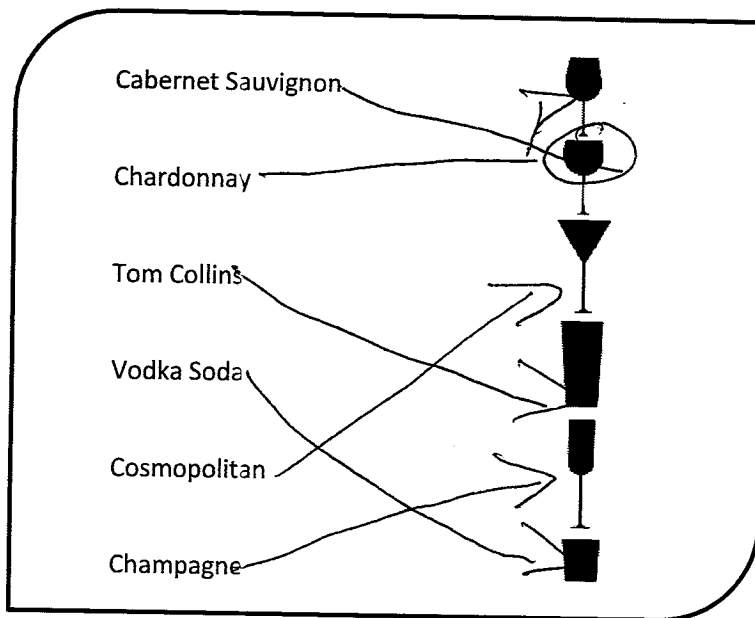
~~h.)~~ Requesting a separate glass of another drink

~~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):

Johnny Walker Silver, Remy, and Remy

What are the ingredients in a Manhattan?

Whiskey - bitters - sweet - cherry
gin/vodka, vermouth, olive, lemon twist - shaken

What are the ingredients in a Cosmopolitan?

vodka, cran juice, sweet - sour - triple sec
vodka, gin, rum,

What are the ingredients in a Long Island Iced Tea?

5 liquors - sweet - sour - cola -

What makes a margarita a "Cadillac"?

N/A - float 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)

No & Not legal - marring

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

dump the ice, clean it - re fill.

When is it OK to have an alcoholic beverage while working?

Not ever.

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

with olive juice

What are the ingredients in a Margarita?

Teg - ~~sue~~ Margarita mix - lemon - lime -
can be made with O.J. or
sweet and sour.



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Dishwasher Test

Score 10/10

100%

- C 1) After washing your hands, which item should be used to dry them?
- a) Clean apron
 - b) Sanitized wiping cloth
 - c) Single use paper towel
 - d) Common used cloth
- C 2) While washing dishes by hand, which item should you wear?
- a) Cutting glove
 - b) Oven Mitt
 - c) Rubber glove
 - d) Nothing
- d 3) When should you wash your hands?
- a) Before you start work
 - b) After handling non-food items (garbage, money, cleaning chemicals)
 - c) After using the restroom
 - d) All of the above
- b 4) If you need to move a heavy load, you should PULL and not PUSH the object.
- a) True
 - b) False
- e 5) Which of the following could you be at risk for getting burned from?
- a) Steam from boiling pots
 - b) Hot liquids (coffee, soup, tea)
 - c) Hot equipment (ovens, pots, chaffing dishes)
 - d) Harsh chemicals
 - e) All of the above
- a 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
- a) True
 - b) False
- C 7) What should you do if you spill liquids or see a liquid spill?
- a) Leave it for someone else to clean-up
 - b) Wait until the end of your shift to clean it
 - c) Flag the spill and clean it immediately
 - d) Not sure
- C 8) When handling hot items you should?
- a) Wear rubber gloves
 - b) No need to wear anything
 - c) Use an oven mitt or dry cloth towel
 - d) Nothing
- a 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?
- a) Rinsing
 - b) Scraping
 - c) Washing
 - d) Sanitizing
- C 10) What is the proper method for cleaning and sanitizing stationary equipment?
- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
 - b) Spray with a sanitizing solution, then rinse with clean water and dry
 - c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
 - d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution

