

Stephenie Fountain

Expo Coordinator and Kitchen Supervisor - Atlanta Braves All Star Grill

College Park, GA 30349

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Zealous and driven hospitality professional with sound background in exceptional customer service, restaurant management, sales, public relations, and administration. Critical and innovative thinker with persuasive communication and writing skills. Demonstrated ability to cultivate meaningful client relationships quickly and encourage teamwork. Proven proficiency in Windows and Microsoft products.

Work Experience

Expo Coordinator and Kitchen Supervisor

Atlanta Braves All Star Grill - Atlanta, GA

February 2015 to Present

Effectively communicate with Executive Chef to ensure that restaurant is well prepared and fully stocked with all expo plates, utensils, and garnishes

- Uphold high standard of presentation by certifying that food is picture perfect according to company's recipe and guidelines
- Supervise and instruct staff to ensure that cleaning duties are performed according to schedule
- Expedite food to guests in a timely manner while maintaining high company standards

Front of House Supervisor

Carino's Italian Grill - Atlanta, GA

January 2013 to February 2015

Assist the management staff with leadership, planning, organizing, and employee training

- Create incentives for employees in an effort to increase revenue and improve employee morale
- Create a detailed cleaning chart that improves the cleanliness of the restaurant
- Institute Product Mix, a spreadsheet system, which increases profitability by documenting the quantity of various food items that are sold
- Strengthen guest satisfaction by providing well-organized customer service
- Build lasting customer relationships to increase guest loyalty

Lead Bartender and Bar Trainer

Applebee's Bar & Grill - Atlanta, GA

July 2011 to December 2014

Exceed guests expectations by welcoming guests in a warm and friendly manner

- Suggestively recommend and sell drinks that exceeds guest's expectations
- Uphold and adhere to company's policy by generating tabs according to orders and operate POS for bill collection
- Ensure that guests have the best experience possible by ordering and replenishing

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
- b 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
- _____ 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
- z 5) How do you blanch 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
- b 8) Food should be left out no more than
a. 2 hours
b. 3 hours
c. 4 hours
d. 5 hours

Prep Cooks Test

- 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) Garlic^{Powder} & Onion are the basic seasoning ingredients for all savory recipes.
- 20) Diced: to cut into very small pieces when uniformity of size and shape is not important.

Name _____

Servers Test

Score / 35

Multiple Choice

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



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
- e 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

- | | |
|------------------------|--|
| <u>I</u> "Straight Up" | a.) Used to crush fruits and herbs for craft cocktail making |
| <u>F</u> Shaker Tin | b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>C</u> "Neat" | c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice |
| <u>a</u> Muddler | d.) To pour 1/2 oz of a liquor on top |
| <u>b</u> Strainer | e.) Used to measure the alcohol and mixer for a drink |
| <u>e</u> Jigger | f.) Used to mix cocktails along with a pint glass and ice |
| <u>J</u> Bar Mat | g.) Used on the bar top to gather spills |
| <u>d</u> "Float" | h.) Requesting a separate glass of another drink |
| <u>h</u> "Back" | i.) Means to serve spirit room temperature in a rocks glass with no ice |